



**STATE OF NEW YORK  
DEPARTMENT OF MOTOR VEHICLES  
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ALBANY, NEW YORK 12228  
(518) 486-9786**

**BARBARA J. FIALA  
COMMISSIONER**

**ANDREW M. CUOMO  
GOVERNOR**

December 18, 2014

Mr. John Buyce, Audit Director  
Office of the State Comptroller  
Division of State Government Accountability  
110 State Street, 11<sup>th</sup> floor  
Albany, NY 12236-0001

Dear Mr. Buyce:

This letter is in reference to the New York State Comptroller's final audit report number 2013-S-53, Department of Motor Vehicles - Driver Responsibility Assessment Program.

In the final audit report a single recommendation was made requiring *DMV to work with Information Technology Services (ITS) to establish an automated method to capture manual changes to the Program database for periodic review by the Department*. This recommendation was developed in regards to the key audit finding that *the Department needs to improve its internal controls over manual adjustments made to the Program database by ITS staff members. Several ITS employees have unrestricted access to the database and its contents*. The actions taken to address and implement this recommendation are as follows:

1. An agreement between ITS and DMV is currently being developed governing ITS staff access to DMV data. This agreement will provide for DMV to receive upon request, and for audit purposes, access to ITS search log data for all searches of DMV systems or records conducted by ITS, its officers, agents or employees and requires ITS to comply with DMV's policies and directives concerning the protection and maintenance of data.
2. ITS has removed DRA program update access from all developers.

3. ITS has amended procedures to require a help desk work order for all exception requests. Change requests now require a developer for design changes and the DBA group for execution.
4. Help Desk work orders are now logged in a tracking program called ServiceNow. Work orders are electronically updated by ITS personnel as actions are taken during the change process. The work orders are available for proper management review.

Together these actions assure that all changes are properly authorized and open for management review. Internal controls over manual adjustments made to the Program database have been improved and ITS employees no longer have unrestricted access to the database and its contents.

We will continue to look for improvement opportunities and always welcome a chance to better serve the citizens of this State. If you have any questions concerning this matter, please contact me at (518) 474-0846.

Sincerely,



Barbara J. Fiala