



MEMORANDUM

October 2, 2024

TO: Kevin Cornish, Chief Information Officer
Information Technology Division
Kirk Marston
FROM: Kirk Marston, Chief Audit Executive
Program Integrity Division, Office of Audit Services
RE: Information Technology Division – Final Audit Report –
CalHEERS Help Desk Ticket Audit (Assignment # 2324.01)

In accordance with the *Government Code*, Section 13400 et seq. and State Administrative Manual, Section 20060, all levels of management must be involved in assessing and strengthening the systems of internal control to minimize fraud, errors, abuse, and waste of government funds.

The Office of Audit Services conducted an audit to provide reasonable assurance of the existence and strength of Covered California's and CalHEERS' internal controls over the CalHEERS help desk ticket process. This audit specifically examined the Information Technology Division's and CalHEERS' internal controls during the audit period of July 1, 2022, through June 30, 2023. The detailed report of our audit is attached to this Memorandum.

We appreciate the cooperation and assistance of the Information Technology Division's and CalHEERS' management and staff during our audit. If you have any questions regarding this report, please contact me at (916) 954-3498 or Kirk.Marston@covered.ca.gov.

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REVIEW OF INTERNAL CONTROLS OVER CALHEERS HELP DESK TICKET PROCESS

COVERED CALIFORNIA
INFORMATION TECHNOLOGY DIVISION

FINAL REPORT

ISSUED ON:
OCTOBER 2, 2024

PREPARED BY:
COVERED CALIFORNIA
PROGRAM INTEGRITY DIVISION
OFFICE OF AUDIT SERVICES

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EXECUTIVE SUMMARY

Objective and Scope

The Office of Audit Services, within the Program Integrity Division, conducted an audit to obtain reasonable assurance that internal controls over the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) help desk ticket process during July 1, 2022, through June 30, 2023, were administered in accordance with policies, procedures, and applicable requirements.

Positive Observations

We ascertained, with reasonable assurance, that the CalHEERS team is timely resolving CalHEERS system and data issues that may impact consumers, which contributes to Covered California's strategic pillar of Exceptional Service. Specifically, we noted the following positive observations:

- CalHEERS adequately tracked and resolved help desk tickets according to established resolution timelines, ensuring that system and data issues impacting consumers are timely resolved.
- CalHEERS and Covered California's Information Technology Division (ITD) adequately managed and oversaw the system defect management process by ensuring system defects were accurately prioritized, tracked for resolution, and resolved within established timeframes. This successful execution and management of this process helps to ensure that CalHEERS system functionality is working as intended.
- CalHEERS did not include personally identifiable information (PII) within system defect records, which helps ensure consumer related PII is protected.

We did not note any matters that we considered to be reportable under the *International Standards for the Professional Practice of Internal Auditing*.

BACKGROUND, OBJECTIVE, SCOPE, AND METHODOLOGY

Background

The CalHEERS help desk ticket process is a critical process that ensures CalHEERS system and data issues that may impact consumers are timely resolved. The CalHEERS help desk ticket process contributes to Covered California's strategic pillar of Exceptional Service. The CalHEERS help desk ticket process was an audit selected as part of the Fiscal Year 2022-23 Annual Audit Plan, which was based on a comprehensive audit risk assessment.

End users, such as Covered California's Service Center Division, assist consumers that may experience CalHEERS system issues for reasons such as access to care and access to coverage. The end users submit a help desk ticket to CalHEERS to initiate resolution of the issue. Once the ticket is submitted and systematically prioritized, CalHEERS' teams provide support to ensure timely resolution of the ticket.

The CalHEERS help desk ticket process encompasses several associated processes, including:

- 1) The service desk ticket process, which includes reporting, tracking, and resolving service desk tickets. End users submit service desk tickets for reasons such as:
 - When system functionality is not working as intended.
 - When a change is needed to correct or to adjust data maintained in the CalHEERS system.
 - Access requests.
 - Requests for information, such as functional or policy-related items.
- 2) The defect management process, which includes reporting, tracking, and resolving system defects in the CalHEERS application. A system defect is the underlying cause of one or more service desk ticket incidents and is an unplanned event that interrupts the normal operation of a service or causes a reduction in the quality of the service.

CalHEERS is responsible for managing and overseeing the help desk ticket process. CalHEERS has a contract with Deloitte, who is also responsible for managing and overseeing the help desk ticket process. The responsibilities of both teams include:

- Managing operations, including service desk and defect management processes.
- Providing help desk support.
- Supporting CalHEERS environments.

ITD is responsible for the oversight of the ongoing development and operation of CalHEERS, including the defect management process.

Objective

The objective of this audit engagement was to obtain reasonable assurance that internal controls over the CalHEERS help desk ticket process were administered in accordance with policies, procedures, and applicable requirements. Specifically, we determined whether the corrective actions for the recommendations pertaining to the CalHEERS help desk ticket process within the 2018 Programmatic Audit were implemented and working as intended to mitigate the risks identified by the external auditor.

Scope

The scope of this audit covered help desk tickets that were submitted to CalHEERS from July 1, 2022, through June 30, 2023.

Methodology

Our audit was conducted following the *International Standards for the Professional Practice of Internal Auditing*. Our evaluation included (1) gaining an understanding of CalHEERS policies and procedures for the service desk ticket and system defect management processes, (2) testing the internal controls of CalHEERS service desk ticket and system defect management processes, and (3) testing the internal controls of ITD's oversight of the CalHEERS system defect management process.

Additionally, the following audit procedures were performed to determine whether management and staff implemented the corrective actions in response to the audit recommendations within the 2018 Programmatic Audit Report that pertained to the CalHEERS help desk ticket process:

- We reviewed a sample of 100 service desk tickets to determine whether CalHEERS resolved service desk tickets within established timeframes provided by CalHEERS.
 - We determined CalHEERS resolved all 100 service desk tickets within the established timeframes.
- We reviewed a sample of two (2) CalHEERS generated weekly director reports used for tracking service desk tickets submitted over the prior 60 days to determine whether CalHEERS adequately tracked service desk tickets, according to established timeframes provided by CalHEERS.
 - We determined that CalHEERS adequately tracked service desk tickets according to established timeframes.
- We reviewed a sample of 100 system defects to determine whether CalHEERS resolved system defect management fixes within established timeframes, according to the CalHEERS Defect Management Plan.

- We determined that CalHEERS resolved all 100 system defects within established timeframes, according to the CalHEERS Defect Management Plan.
- We reviewed a sample of 20 system defects to determine whether CalHEERS accurately triaged system defects, according to the CalHEERS Defect Management Plan. System defects are triaged to set the system defect priority and timeframe for implementing the system defect fixes.
 - We determined that CalHEERS accurately triaged all 20 system defects, according to the CalHEERS Defect Management Plan.
- We reviewed all must-have tag system defects for July 1, 2022, through June 30, 2023, to determine whether system defects with must-have tags are accurately identified by ITD and tagged by CalHEERS, according to the CalHEERS Defect Management Plan. A must-have tag system defect is defined as a critical system defect that must be fixed in a current or future release.
 - We determined that all must-have tag system defects were accurately identified by ITD and tagged by CalHEERS, according to the CalHEERS Defect Management Plan.
- We reviewed a sample of 20 system defects to determine whether CalHEERS did not include PII within the system defect records, according to the CalHEERS Defect Management Plan.
 - We determined that CalHEERS did not include PII within all 20 system defect records, according to the CalHEERS Defect Management Plan.

RESULTS

Positive Observations

We ascertained, with reasonable assurance, that the CalHEERS team is timely resolving CalHEERS system and data issues that could potentially impact consumers. This observation contributes to Covered California's strategic pillar of Exceptional Service. Specifically, we noted the following positive observations:

- CalHEERS adequately tracked and resolved help desk tickets according to the established resolution timelines, ensuring that system and data issues impacting consumers are timely resolved.
- CalHEERS and ITD adequately managed and oversaw the system defect management process by ensuring system defects were accurately prioritized, tracked for resolution, and resolved within established timeframes. This successful execution and management of this process helps to ensure that CalHEERS system functionality is working as intended.
- CalHEERS did not include PII within system defect records, which helps ensure consumer related PII is protected.

Conclusion

We ascertained, with reasonable assurance, that the internal controls over the CalHEERS help desk ticket process are effective and were administered in accordance with policies, procedures, and applicable requirements. Specifically, we determined the corrective actions for the recommendations pertaining to the CalHEERS help desk ticket process within the 2018 Programmatic Audit were implemented and are working as intended to mitigate the risks identified by the external auditor.

We did not note any matters that we considered to be reportable under the *International Standards for the Professional Practice of Internal Auditing*.