

**Corrective Action Plan (CAP): Audit Report #06P-08**  
**Examination of the Delivery of E-Government Services**  
**Department of Administration (DOA)**  
**August 27, 2008**

Agency	Recommendation #	Does this affect a federal program?	CFDA # (if previous YES)	Management View	CAP – Corrective Action Plan	Person responsible for CAP	Target Date
61010 DOA	<b><u>Recommendation #1</u></b> We recommend the Department: Strengthen management controls over the provision of e-services by:  <b>A.</b> Increasing monitoring of e-services revenue activities.  <b>B.</b> Standardizing the revenue remittance frequency to the State Treasury for all affected agencies.  <b>C.</b> Obtaining assurance contractor financial and information system internal controls are in place.  <b>D.</b> Providing clear guidance to agencies through state policy regarding e-service operations, specifically in areas such as proper recording of e-service expenditures.	No		Concur	<b>A.</b> The Department will issue a policy requiring agencies to reconcile the Montana Interactive reports to the actual revenue recorded on SABHRS.	Paul Christofferson	Completed
					The Department will require a more detailed monthly income statement from Montana Interactive. This information will be provided to the Electronic Government Advisory Council for providing policy direction.	Dick Clark	Completed
					<b>B.</b> The Department will develop a policy requiring the timely deposit of all eGovernment service revenue. All existing work orders will be updated to comply with this new policy.	Paul Christofferson for Policy	Completed
					<b>C.</b> The Department will request copies of all internal control policies and procedures from Montana Interactive.	Dick Clark for Work Orders	Completed
					<b>D.</b> The Department will request request copies of all internal control policies and procedures from Montana Interactive.	Dick Clark	Completed
<b>D.</b> The Department will develop policy detailing the proper recording of revenue and	Paul Christofferson	Completed					

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					expenditures for eGovernment services.		
61010 DOA	<b><u>Recommendation #2</u></b> We recommend the DofA develop a formal eGovernment services project risk management plan that incorporates elements of both contingency and business continuity plans.	No		Concur	The Department will update our contingency and business continuity plans to specifically address eGovernment services.	Dick Clark	Completed
61010 DOA	<b><u>Recommendation #3</u></b> We recommend the Governor require agencies to report more detailed analysis of eGovernment services impacts on agency resources to the Legislature.			Concur	The Governor’s Office will work with the Department of Administration and the Electronic Government Advisory Council to develop reporting requirements for agencies regarding eGovernment services.	Adam Pimley	Completed
61010 DOA	<b><u>Recommendation #4</u></b> We recommend the Governor initiate the development of a business case analysis regarding the state’s options for providing future eGovernment services.			Concur	The Governor’s Office will work with the Department of Administration and the Electronic Government Advisory Council to form a subcommittee to prepare a business case analysis for future eGovernment services	Adam Pimley	Completed