

# **Audit**

## **Follow Up**

*As of March 31, 2007*



Sam M. McCall, CPA, CGFM, CIA, CGAP  
City Auditor

## **800 MHz Radio System**

*(Report #0614, Issued May 3, 2006)*

**Report #0724**

**August 1, 2007**

### **Summary**

In report #0614, we noted areas where improvements could be made to increase preparedness for emergencies/disasters, improve oversight of the 800 MHz radio system, and increase the physical security of the various 800 MHz radio system infrastructure and radio tower locations.

The Information Systems Services Radio Communications Division (RCD) has made substantial progress but has not yet completed the two action plan steps that were due as of March 31, 2007.

The action plan steps due this period included:

- Develop a record of the individual components and spare parts of the 800 MHz radio system to serve as a subsidiary inventory record; and
- Conduct an annual verification of the assets in the subsidiary inventory records and resolve any discrepancies.

Substantial progress has been made on the development of the subsidiary inventory record. RCD is currently reviewing the draft subsidiary record for accuracy and completeness. Once they are satisfied the record is complete, they will schedule the annual verification to physically account for the identified assets. RCD has amended the completion date for both action plan steps to September 30, 2007.

### **Scope, Objectives, and Methodology**

The original audit and this subsequent follow up audit were conducted in accordance with Generally Accepted Government Auditing Standards and the Standards for the Professional Practice of Internal Auditing. This follow up was for the period October 1, 2006, through March 31, 2007.

### **Original Report #0614**

The scope of report #0614 included a review of selected computer controls over the 800 MHz radio system and the performance and oversight of that system by RCD. The objectives were to evaluate whether RCD operated the 800 MHz radio system in an efficient and effective manner, selected computer controls were in place and functioning as intended, and the 800 MHz radio system met the needs of its users through an evaluation of the performance of the system

### **Report #0724**

This follow up is to report on the progress and status of efforts by RCD to complete action plan steps due for completion during the period October 1, 2006, through March 31, 2007. This is our second follow up on action plan steps identified in audit report #0614. To determine the status of the action plan steps, we interviewed staff, reviewed the relevant documentation provided by RCD, and verified the accuracy of the draft subsidiary asset records relating to the 800 MHz radio system infrastructure.

### **Background**

The 800 MHz radio system is the primary means of radio communications for the public safety agencies of the City of Tallahassee, Leon County, and the local universities. As such, the availability and continued operability of the 800 MHz radio system during an emergency or disaster is very important. Additionally, other City and County departments use and rely on the 800 MHz radio system for their day-to-day operations.

The 800 MHz radio system is a computer based system radio system. Therefore, its components should be protected and cared for in a manner similar to any other computer, and the equipment shelters should have controls in place similar to those for computer operations centers.

In 1999, the Management Oversight Committee (MOC) was formed to oversee and provide direction for the 800 MHz radio system. Subsequent to the issuance of report #0614, the MOC was dissolved and a new board was created. The Public Safety Communications Oversight Board (PSCB) replaced the MOC as the 800 MHz radio system's governing body.

The PSCB is comprised of the City Manager, County Administrator, Sheriff, Chief of Police, Fire Chief, and the County Emergency Management Services Director. The first issue assigned to the PSCB was the consolidation of dispatching calls for service for public safety agencies in Leon County. Because of the complexity and level of effort required to complete the assignment, the issues identified in report #0614 relating to the 800 MHz radio system, have not been addressed. The day-to-day management and oversight of the 800 MHz radio system remains the responsibility of RCD.

**Previous Conditions and Current Status**

This is the second follow up on audit report #0614, 800 MHz Radio System. In that report we made recommendations designed to:

- improve the oversight of the 800 MHz radio system;
- improve the preparedness for the recovery from emergencies or disasters;
- improve the recording and tracking of system outages;

- improve compliance with FAA regulations relating to radio tower lighting;
- improve the reliance that can be placed on the alarm system that monitors the 800 MHz radio system;
- review the emergency testing provisions of the 800 MHz radio system maintenance agreement and decisions previously made thereon;
- evaluate the coverage of the 800 MHz radio system and take appropriate action based on that evaluation;
- increase accountability and oversight of individual components and spare parts of the 800 MHz radio system;
- improve and update the standard operating procedures governing the 800 MHz radio system;
- improve the physical access controls relating to the various 800 MHz radio system locations;
- improve the monitoring of the environment of the 800 MHz radio system locations; and
- improve the logical security controls of the 800 MHz radio system.

As of March 31, 2007, RCD has made progress on the action plan steps due this follow up period. Table 1 identifies the action plan steps due this follow up period and describes their current status.

**Table 1  
Action Plan Steps from Report #0614  
due as of March 31, 2007, and Current Status**

Action Plan Steps	Current Status
<i>Improve the recording and tracking of 800 MHz system outages, their causes, and remedial actions taken.</i>	
<ul style="list-style-type: none"> <li>• Develop a system or process to document all instances of 800 MHz system service interruptions. Included in that process will be the cause of the interruption, the date and time of the interruption, and the corrective actions taken to restore operation of the radio system.</li> </ul>	✓ Completed in prior period.
<i>Improve compliance with FAA regulations relating to tower lighting.</i>	
<ul style="list-style-type: none"> <li>• Review FAA requirements for radio facilities in general and those relating to the City's radio towers specifically.</li> </ul>	✓ Completed in prior period.

<ul style="list-style-type: none"> <li>Conduct and document an evaluation of the City tower sites and monitoring practices to ensure the City's compliance with FAA requirements.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completed in prior period.</li> </ul>
<ul style="list-style-type: none"> <li>Develop and maintain a logbook of all radio tower lighting outages in accordance with FAA requirements.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completed in prior period.</li> </ul>
<p><i>Increase accountability and oversight of individual components and spare parts of the 800 MHz radio system.</i></p>	
<ul style="list-style-type: none"> <li>Develop a record of the individual components and spare parts of the 800 MHz radio system. These records will serve as a subsidiary inventory of the assets as recorded in the City fixed asset records.</li> </ul>	<ul style="list-style-type: none"> <li>◆ A preliminary record of the individual components and spare parts of the 800 MHz radio system infrastructure was created. Substantial effort was required to create that initial record (subsidiary inventory). RCD is currently reviewing the subsidiary inventory for accuracy and completeness. RCD has amended the completion date for this step to 9/30/07.</li> </ul>
<ul style="list-style-type: none"> <li>Conduct an annual physical verification of the assets recorded in the subsidiary records, and resolve any discrepancies.</li> </ul>	<ul style="list-style-type: none"> <li>◆ The completion of this step is dependent on the finalization of the previous action plan step. As such, when that step is completed, we will review this step for completion. RCD has amended the completion date for this step to 9/30/07.</li> </ul>
<p><i>Improve the physical access controls relating to the various 800 MHz system locations.</i></p>	
<ul style="list-style-type: none"> <li>Develop a process whereby issuances of keys are recorded and signed for by the individual receiving the keys.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completed in prior period.</li> </ul>
<ul style="list-style-type: none"> <li>Re-key existing locks with locks that require either high security type keys or new keys stamped "Do Not Duplicate."</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completed in prior period.</li> </ul>
<ul style="list-style-type: none"> <li>Develop a process whereby RCD is able to review and determine who is able to access the prime site using the security system maintained by TPD.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completed in prior period.</li> </ul>
<p><b>Table Legend:</b></p>	
<ul style="list-style-type: none"> <li>Issue addressed in the original audit</li> </ul>	<ul style="list-style-type: none"> <li>✓ Issue addressed and resolved</li> </ul>
<ul style="list-style-type: none"> <li>On-going activities, completion date has been amended</li> </ul>	

**Conclusion**

As noted in Table 1, RCD has made substantial progress but has not completed the action plan steps due this period and has amended the completion dates for those steps to 9/30/07.

We appreciate the cooperation and assistance of RCD during this audit follow up.

**Appointed Official's Response**

**City Manager:**

The 800 MHz is an extremely important system as it provides radio coverage to our public safety and operating departments. I appreciate the follow up work of Auditing and would like to note that the action plans not completed are very close to completion. I would like to thank the City Auditor's staff and DMA/ISS for their efforts.

Copies of this audit follow up or audit report #0614 may be obtained from the City Auditor's website (<http://talgov.com/auditing/index.cfm>) or via request by telephone (850 / 891-8397), by FAX (850 / 891-0912), by mail or in person (Office of the City Auditor, 300 S. Adams Street, Mail Box A-22, Tallahassee, FL 32301-1731), or by e-mail ([auditors@talgov.com](mailto:auditors@talgov.com)).

Audit follow up conducted by:

Dennis Sutton, CPA, CIA, Sr. IT Auditor  
Sam M. McCall, CPA, CGFM, CIA, CGAP, City Auditor