



Been audited lately?  
We have.



Jeanine Brooks  
Director Action Card

THE UNIVERSITY OF  
**ALABAMA**<sup>®</sup>

# Operational Environment

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THE UNIVERSITY OF  
**ALABAMA**<sup>®</sup>

Founded 1831

- Alabama's oldest public university
- Senior comprehensive doctoral-level institution
  - R1: Doctoral University – Very High Research Activity status
- UA's Nickname: The Capstone

Student enrollment Fall 2021

- 38,320 students
- Largest freshmen class in history
- 42.1% in-state, 57.9% out-of-state and international

7,000+ Faculty/Staff

Located in Tuscaloosa, AL

- City Population 100,000
- County Population 211,400

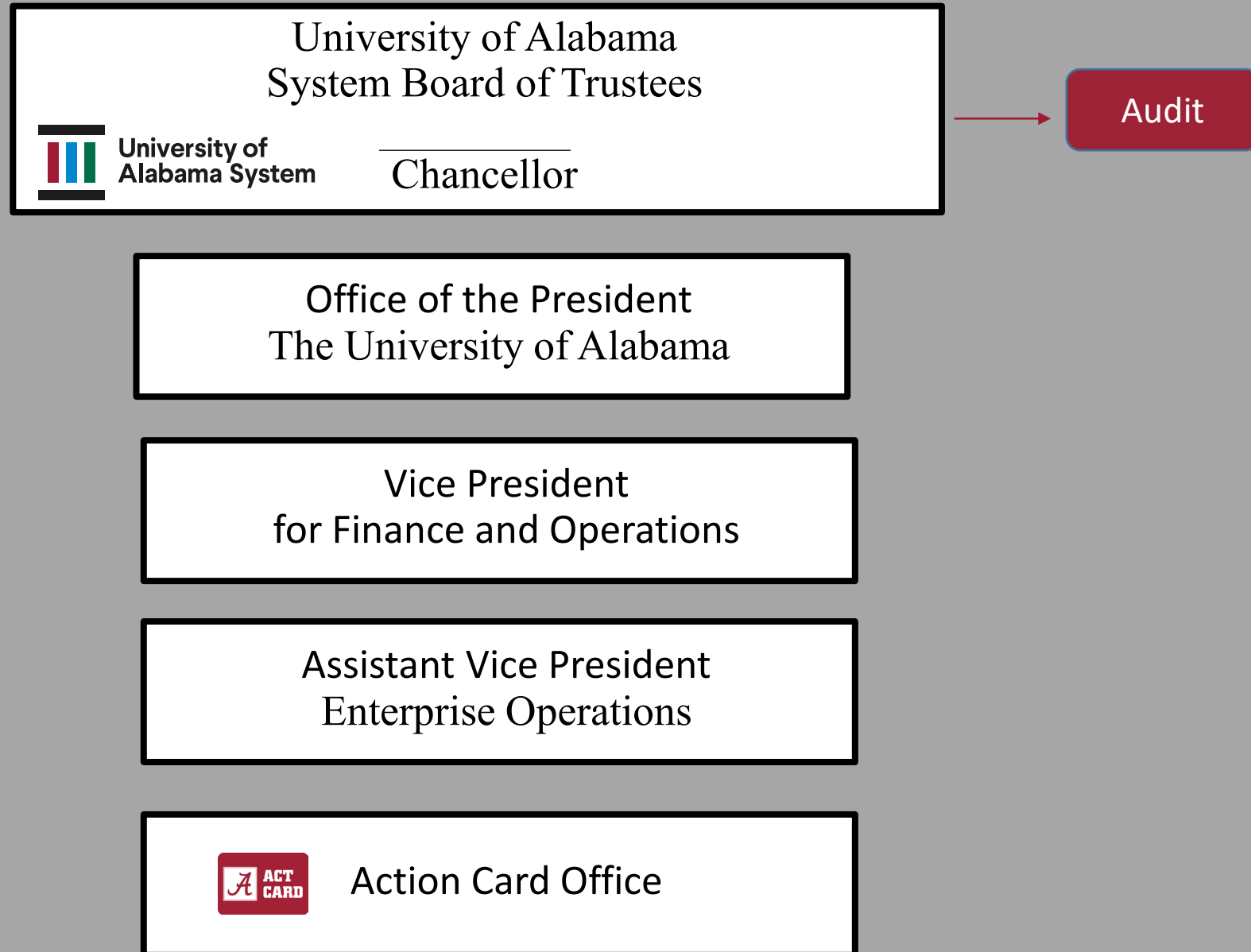


# Action Card Quick Facts

- Campus enterprise level system
- \$22 million annual debit card sales
- 8.4 million annual transactions
- Mobile Card – Mobile First (Apple and Android)
  - 40,000+ mobile cards provisioned
    - Students: 86% Freshman, 92% Sophomore, 83% Junior, 72% Seniors, 45% Graduates
    - On-campus Residents: 95% mobile card provisioned
- System Provider: Transact Campus and POS Cloud Services
- Staff: 8 FTE
- Service Agreement: Information Technology
- 575+ readers
- Over 100 on and off campus merchant locations
- 15 campus interfaces

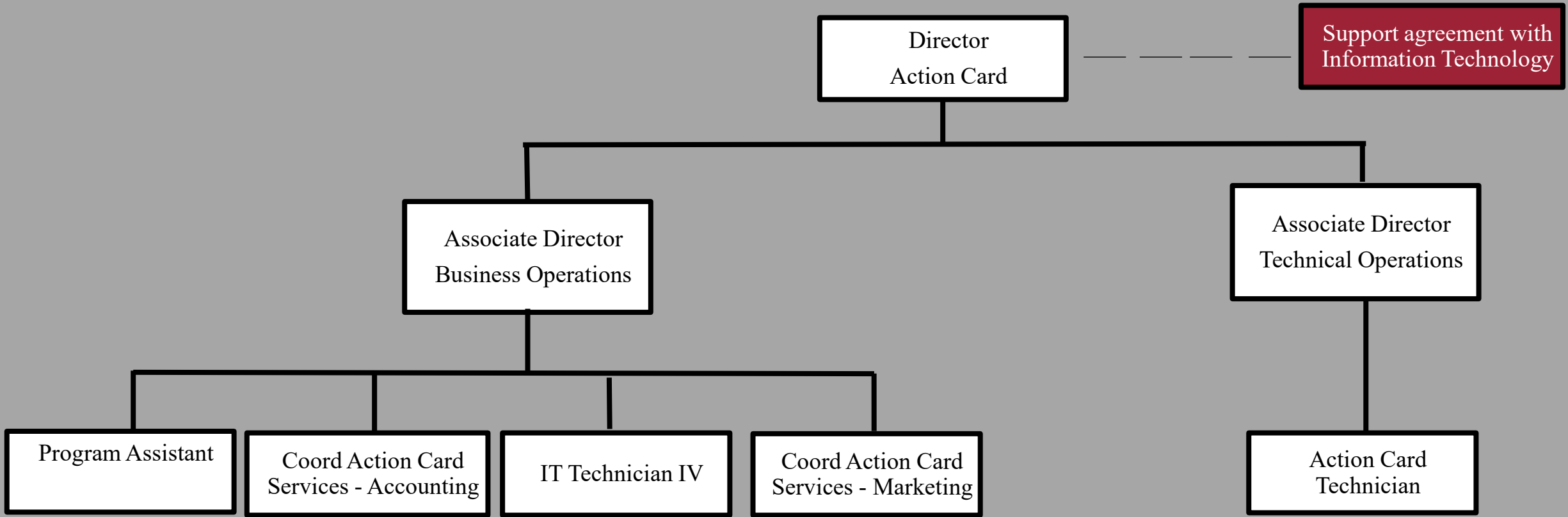


# Action Card Office – Reporting Chain





# Action Card Office Org Chart





# Basic Action Card Services

- Credential Issuance (ID Management)
  - Mobile card provisioning (iOS, Android devices)
  - Physical card production (Instant ID)
- Enrollment Validation
  - Attendance (event, labs, etc.)
  - Library Access
  - Campus Event Access
- Recreational Facility Access
- NCAA Athletic Event Access
- Integrations
  - Bookstore – Nebraska POS
  - Pharos – copier, network printing
  - Access Control -Lenel for credential management
  - Innosoft Fusion – Recreation
  - Campus Vending (Coke)
  - Residential Laundry





# Basic Action Card Services

- Account Management
  - Dining Dollars
  - Bama Cash
  - Conference Dollars
  - Meal Plans
  - Campus Vending Payments
  - Residence Hall Laundry Payments
  - Off-campus Merchant Program
    - In-house management for 70+ merchants
- Bama Dining Point-of-Sale Management
  - Registers
  - Kiosks
  - Transact Mobile Ordering
- Standard and Custom Reporting
- Imports
  - Banner Student, HR, Records, Orientation, etc.





### Data Integration



Argos



Banner (image transfers)



Lenel OnGuard



Online Photo Submission



Payroll Deduction



T2 - BamaCash day rate payments



MyTickets



IT Custom Programming

### Action Card Office




Instant ID

### Off-Campus Merchants




80+ merchants using 121 VX570's and VX520's


### Disaster Recovery



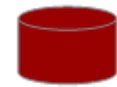
DR TSE Database




DR TSE Application




DR TSE Reporting




Banner (SIS)



TSE Database




TSE Application




TSE Reporting

### Credentials



Plastic Card



ACT Card in Apple Wallet  
ACT Card in Google Pay

### Application Integration


Network Printing  
(Pharos Uniprint)

University Bookstore  
(Nebraska)


Recreation Center  
(Innosoft)

### CloudPOS


Hosted



Replicated Database



Kiosks




Transact Mobile Ordering

eAccounts  
(Hosted Account Management)

### Application Components


600+ on-campus readers IP base connections

#### POS Readers




Point of Sale Devices


#### Unattended Readers



Vending




Laundry




Supply Vending


#### Event Readers




Event Access



Athletic Event Entrance



Computer Lab Entrance



Library

# Audit Scope

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# Getting started

- In-person meeting for introductions and general audit process overview
  - Defined scope: Financial and IT audit
- Internal Audit engagement letter
  - Primary objectives defined
    - Determine whether IT general controls related to the Action Card systems are designed appropriately and operating effectively
    - Determine whether Action Card application controls are designed appropriately and operating effectively
    - Assess whether Action Card revenues are properly billed, collected, deposited, and recorded
    - Evaluate whether Action Card expenditures are appropriated, properly approved, and properly disbursed
  - Timeline estimate for final report
  - Lists the audit personnel leading the audit
  - Signed by Director for Internal Audit and UA's Asst Vice President, Enterprise Operations





# Getting started

## Provide starting documentation

- Contracts
  - Transact Campus and POS Cloud Services
  - Laundry
  - Dining Services
  - Off-campus merchants + application
- System diagrams
- Business Continuity Plans
- Term import documentation (calendar, bio, events, accounts, access, etc.)
- Daily reconciliation instructions, forms and reports
- Terms and Conditions Statement
- Monthly, Quarterly and Annual reports
- Benchmark reports
- Org charts and position descriptions for Action Card and OIT partners
- Vendor SOC 2 Type 2 Report
- Sample vendor quotes and Purchase Order process
- Red Flags Identity Management Procedures



# Financial Audit Scope

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# Financial Quick Facts

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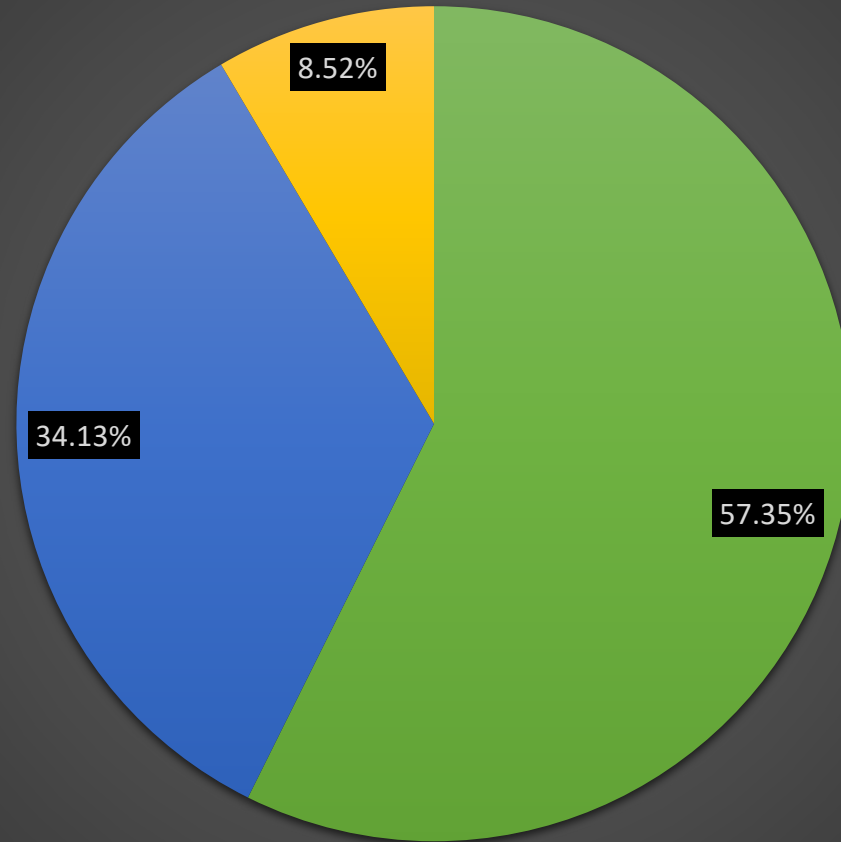
- Service Center
- Income Funding Model
  - Office generated
  - UA supported
    - Academic and Student Life applications
    - Credential costs





# Action Card Income Categories

Income Category

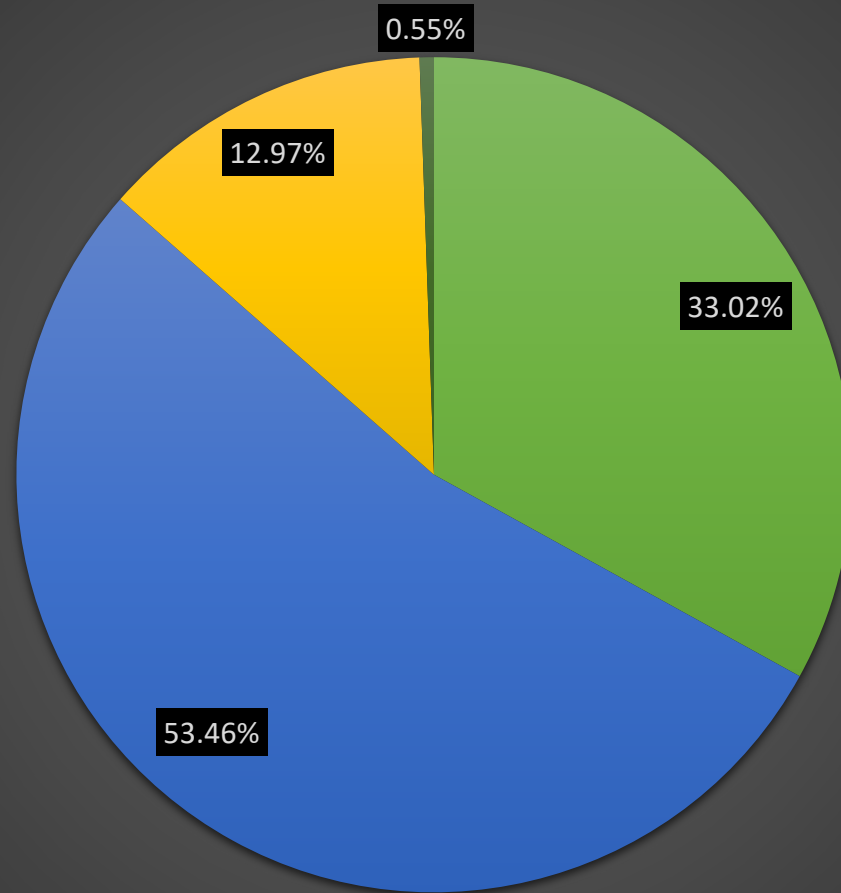


■ Commissions, Maintenance   ■ UA Funding   ■ Equipment Recovery



# Action Card Expense Categories

Expense Category



■ Maintenance and Licenses   ■ Salary and Benefits   ■ General Expenses   ■ Repair/Replace Fund



# Financial Audit Requests



## Specific requests to review

- Vendor sales payment procedures
  - Verification against contract terms
- Procurement procedures
  - Verification to UA procedures and/or contract terms
- Proof of segregation of duties for balancing
- Timely reconciliation processes
- Approval procedures
- Training

Validation that the department followed UA financial and legal policies and procedures and provided training



# IT Audit Scope

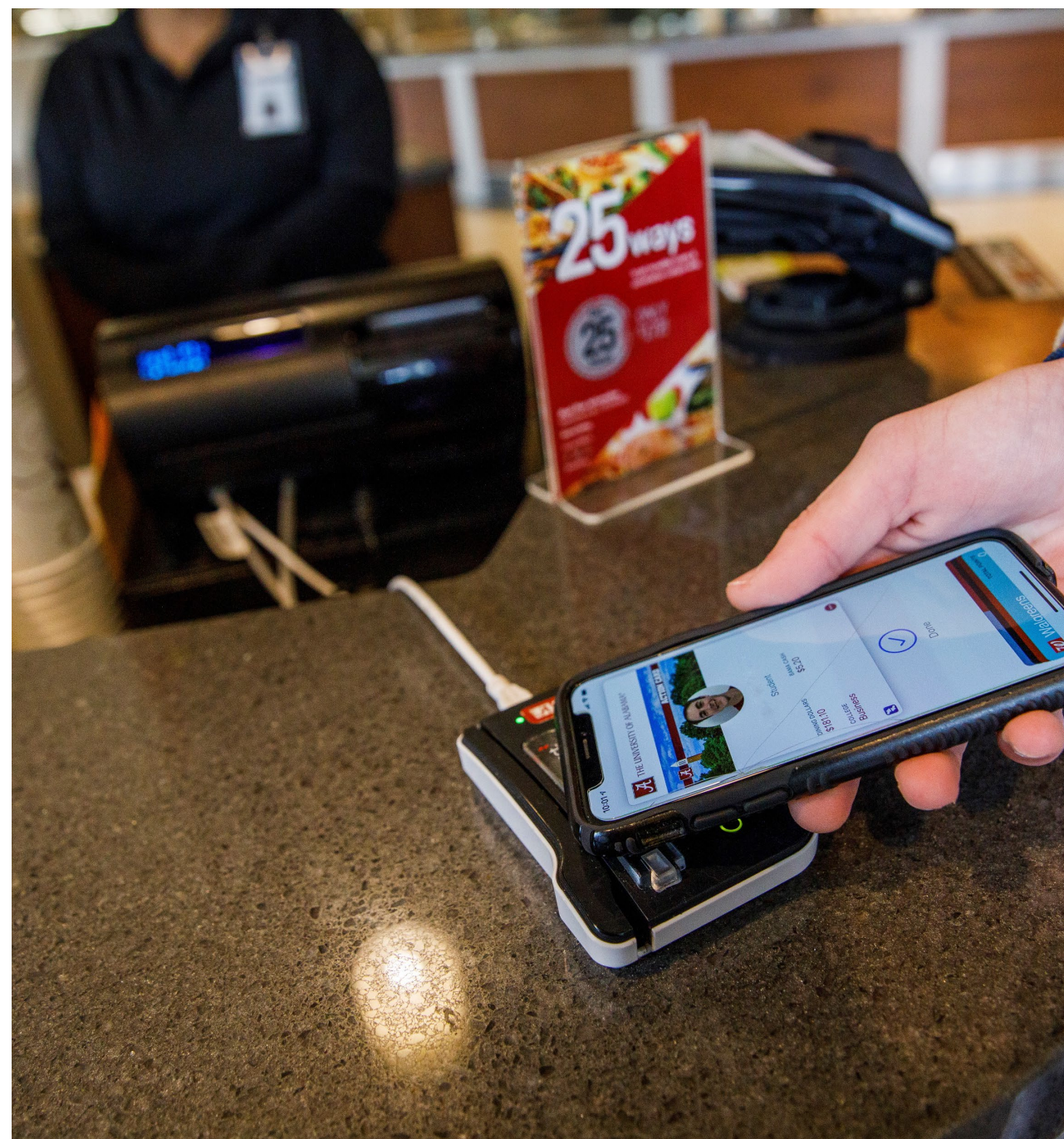
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# IT Audit Request List

- Entity Level Controls
  - Org charts and staff job descriptions
  - IT policies
- Access to Programs & Data
  - Employees: new hires, internal transfers, terminations, retirements
  - Active users and their roles/rights and departments annual review of users for all applicable applications and/or server-level access
  - Include query or parameters utilized for the list(s)
- Change Management
  - Documentation of any application changes, upgrades and patches
  - Proof of development, test and production environments



# IT Audit Request List

- Computer Operations
  - Screenshot of program that calls the flat file imports
    - Evidence of errors and resolutions
- Program Development
  - Documentation from major system upgrade
    - Verify pre and post implementation testing
- SOC Report Control
  - Evidence of an incident report and resolution
  - Dedicated VLAN network diagram and prevention
  - Example of UA action steps from vendor notifications
  - Example of UA security requirements provided to vendor

# Organizing documentation requests

- Complete the IT Audit Request List for each item listed on the spreadsheet they provided

Item	Control No.	Control Description	Deliverable Description	Control Owner/Contact	Date Received	UA Comments	IT Audit Comments
Entity Level Controls							
1.1	ELC1	Appropriate segregation of duties exists and is defined within the current job responsibilities.	Please provide an organizational chart or other document with job descriptions of individuals in the Action Card Department and those in direct IT support roles for the Action Card applications.	Justina Brooks, Action Card and OIT EDAS (Caleb Harden and Dana Mathewson)	9/24/2013	Documents Submitted	
1.2	ELC2	Policies and procedures over the IT functions (Change Control and Security) are documented and updated periodically to reflect the current IT environment and are communicated to IT personnel and the user community.	Current IT Policies and Procedures which include guidance related to Information Security, Change Management, and Operations.	Justina Brooks, Action Card and OIT and OIT EDAS (Caleb Harden and Dana Mathewson)	9/24/2013	We adhere to UA IT policies. Action Card made a formal request to IT in 2005 to manage high-level application support and server support due to the complexity of the system and its status as a campus enterprise level system. Action Card maintains Admin rights within the applications and reader hardware but no server or database access.	Please provide a screenshot showing where the policies and procedures are housed.
Access to Programs & Data							

- Upload requested documentation to a UA Box account provided by Audit
  - Labeled folders for each Item # on the request list
  - Uploaded the final spreadsheet when all Items were completed

# Findings and Action Plan

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## Findings

1. Segregation of duties for in-person Bama Cash Deposit at Action Card Office POS
  1. Review roles and responsibilities for Action Card employees related to Bama Cash deposits and assigned responsibilities for processing deposits. Ensure individuals who can perform the daily reconciliation of Bama Cash cannot also process deposits.
2. Reconciliation Process
  1. Create a monthly reconciliation report template that includes all monthly transactions from Banner and require signatures of preparer and approver.



## Action Card Action Plan

1. Identified and documented specific responsibilities for Action Card employees accepting in-person Bama Cash deposits to restrict staff involved in daily reconciliations.
2. Assoc Director now creates a monthly ePrint transaction report exported to Excel spreadsheet for deposits and expenditures with explanation noted for any outstanding items
  1. Signed by preparer, Director of Action Card and Director of Enterprise Operations Fiscal Affairs



# Questions?

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