

AUDIT REPORT



CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
BUREAU OF FINANCIAL AUDIT
WILLIAM C. THOMPSON, JR., COMPTROLLER

Audit Report on the Development and Implementation of The Galaxy System by the Department of Education

7A03-109

June 30, 2003



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
1 CENTRE STREET
NEW YORK, N.Y. 10007-2341

WILLIAM C. THOMPSON, JR.
COMPTROLLER

To the Citizens of the City of New York

Ladies and Gentlemen:

In accordance with the Comptroller's responsibilities contained in Chapter 5, §93 of the New York City Charter, my office has performed an audit on the development and implementation of the Galaxy system by the Department of Education. Galaxy was conceived as an integrated school-based budgeting tool that would allow school planners to create budgets, update spending plans, and obtain access to data warehouses and other management assets needed to effectively budget resources. The results of our audit, which are presented in this report, have been discussed with Department of Education officials, and their comments have been considered in the preparation of this report.

Audits such as this provide a means of ensuring that City agencies are developing computer applications in an efficient, timely, and cost-effective manner.

I trust that this report contains information that is of interest to you. If you have any questions concerning this report, please contact my audit bureau at 212-669-3747 or e-mail us at audit@Comptroller.nyc.gov.

Very truly yours,

William C. Thompson, Jr.

William C. Thompson, Jr.

WCT/GR

Report: 7A03-109
Filed: **June 30, 2003**

Table of Contents

AUDIT REPORT IN BRIEF	1
Background	2
Objectives	4
Scope and Methodology	4
FINDINGS	6
Quality Assurance Consultant Not Employed	5
User Satisfaction	6
Department Does Not Survey Users	6
Access Control Weaknesses	6
Log-in Access Not Adequately Controlled	7
Security Violations Not Adequately Monitored	7
Employees Actually Using Galaxy Were Not Trained	7
RECOMMENDATIONS	8
ADDENDUM: Department of Education Response	

*The City of New York
Office of the Comptroller
Bureau of Financial Audit
EDP Audit Division*

**Audit Report on the
Development and Implementation
Of the Galaxy System by the
Department of Education**

7A03-109

AUDIT REPORT IN BRIEF

We performed an audit of the development and implementation of the Galaxy system (Galaxy) by the Department of Education. Galaxy was conceived as an integrated budgeting tool that would allow school planners to create budgets, update spending plans, and obtain access to data warehouses and other management assets needed to effectively budget resources. In 1999, the Department of Education (Department) hired Hudson Valley System to oversee Galaxy's development and Island Computer Products (ICP) to design, develop, and implement Galaxy agency-wide.

Audit Findings and Conclusions

Galaxy met the Department's initial business and system requirements; the system design allowed for future enhancements and upgrades; and the Department generally complied with the City Charter and relevant Procurement Policy Board Rules when procuring services, equipment, and software for the system. In addition, the system met the overall goals as stated in the original system justification, and the Department followed a formal system methodology when developing Galaxy. Furthermore, Galaxy has been integrated into the Department's Disaster Recovery Plan.

However, the Department did not hire a quality assurance consultant when Galaxy was being developed, and most users who responded to our user survey indicated that they are dissatisfied with the system. In addition, the Department has not surveyed Galaxy users to determine whether the system is adequately performing its intended functions. Moreover, the system has serious security issues that should be addressed. Specifically: log-in access is not adequately controlled; users are not required to change their passwords; there are no procedures in place to ensure that security violations are recorded, documented, and reviewed; and employees who actually use Galaxy were not trained to operate the system.

Audit Recommendations

To address these issues, the Department should:

1. Engage an independent quality-assurance consultant to monitor and review development work and any system enhancements or subsequent work on Galaxy and any future system development projects
2. Immediately address all user concerns noted in this report.
3. Conduct periodic user surveys to discover common or recurring problems requiring executive management's attention. Management should address these problems immediately.
4. Develop written policies and procedures for terminating inactive user IDs. Also, the Department should review the status of the inactive users and terminate access as appropriate.
5. Establish a procedure to record, document, and review any security violations that occur in the system.
6. Immediately provide training to all Galaxy users, distribute training discs, and introduce all users to Galaxy's instructional Web site.

INTRODUCTION

Background

The Department provides primary and secondary education to more than one million students, from pre-kindergarten to grade 12, in some 1,100 schools. The Department employs approximately 80,000 teachers who prepare students to meet specific standards in reading, writing, and mathematics and prepare high school students to pass the Regents examinations that are required for graduation.

In December 1996, the New York State Legislature amended the Education Law, enacting Article 52-A affecting the governance of New York City public schools. A provision of this legislation required that the Schools Chancellor establish in regulation a comprehensive process of school-based budgeting.¹ The Department adopted a performance-driven budgeting initiative to meet this mandate. By early 1998, during the initial planning process, the Department recognized the need for a school-based computerized budgeting system.

¹ The Comptroller's Office contracted KPMG to survey the compliance of the former Board of Education with the 1996-governance legislation. The Board was found to have implemented all specific criteria related to the school-based budgeting mandate. (New York City Comptroller's Office, *Survey Report on the New York City Board of Education*, January 20, 1999.)

The Galaxy system (Galaxy) was conceived as an integrated budgeting tool that would allow school planners to create budgets, update spending plans, and obtain access to data warehouses and other management assets needed to effectively budget resources. In 1999, the Department hired Hudson Valley System to oversee Galaxy’s development and Island Computer Products (ICP) to design, develop, and implement Galaxy agency-wide. Table I, following, describes the Galaxy contracts and payments as of May 2003

Table I

Galaxy Contracts

Description	Contract Amount	Paid	Scope of Work
Hudson Valley System April 1, 1999, through December 31, 2002	\$ 2,014,912	\$1,628,528	Project Management Services
Island Computer Products June 1, 1999, through June 30, 2003	29,800,000	29,732,531	Systems Development and Help Desk
Deloitte & Touche June 1, 1999, through June 30, 2002	493,000	493,000	Galaxy Training
Computer Generated Solution and Watson Rice Consulting June 1, 1999, through March 31, 2003	9,052,000	8,874,878	Galaxy Training
RCG IT, Ltd. March 1, 2001, through February 28, 2006	25,000,000	3,859,986	Maintenance Contract
Total	\$66,359,912	\$44,588,923	

In addition, according to Department records an additional \$3,328,055 was spent on equipment and office expenses, bring total expenses to date of \$47,916,978.

Three versions of Galaxy were implemented during the period 2000 through 2002, as follows:

- The first version of the system was developed as a client/server application and was named Galaxy 2000. This version contained functions required by both central and district offices and by school users. The initial implementation of Galaxy 2000 was launched in five school districts. This implementation required that each workstation be connected to the Department’s administrative network, be upgraded to Windows/NT, and have the client software installed locally—tasks that proved extremely taxing on the school system’s infrastructure because the network was not available in all schools and the upgrading and installation process required hands-on activity at each workstation.
- Since management felt that many Galaxy functions were for district users only, the Department had a modified version of Galaxy, known as GalaxyExpress, developed

for school users. GalaxyExpress was designed to maintain the look and feel of Galaxy 2000, thereby minimizing additional training and making school-level implementation easier.

- In the third version, management turned its attention to addressing the concerns of the school users, to system interface, and ease-of-use. Upgrading the user interface provided management the opportunity to lessen the technical requirements needed for school-level implementation; this version is known as myGalaxy. MyGalaxy requires no local installation and can be used on any computer that meets Department standards for Internet Explorer (version 5.0 and above).

Objectives

The audit's objectives were to determine whether: (1) a system development methodology was used during Galaxy development; (2) a quality assurance function was in place; (3) Galaxy as delivered meets the initial business and system requirements; (4) Galaxy is designed to allow for future enhancements and upgrades; and (5) Galaxy, as a finished product, will meet overall goals as stated in the system justification.

Scope and Methodology

Audit fieldwork was conducted from November 2002 to April 2003. To achieve our audit objectives, we reviewed and analyzed the Department's: (1) contracts with the various vendors and related procurement documentation; (2) system requirements definition; (3) Project Plan; (4) functional design; (5) User Acceptance Test Plan; (6) training curricula; (7) training evaluations; (8) user manuals; and (9) project management documentation. In addition, we interviewed users at various sites about how the system is used. Further, we conducted a user satisfaction survey in which we randomly selected 200 out of 3,348 system users to be surveyed on Galaxy (94 users responded to our survey).

We used Comptroller's Internal Control and Accountability Directive 18, *Guidelines for the Management, Protection and Control of Agency Information and Information Processing Systems*, the New York City Procurement Policy Board (PPB) Rules and the New York City Charter, as amended through November 2002, Chapter 13, as criteria for this audit. As the Department nor the City has a formal system development methodology, we used the National Institute of Standards and Technology Special Publication #500-233, *A Framework for the Development and Assurance of High Integrity Software*, to assess whether a system development methodology had been followed.

Independence Disclosure

The Comptroller was President of the Board of Education until his resignation effective March 31, 2001. The Deputy Comptroller for Audit, Policy, Contracts & Accountancy was the Brooklyn member of the Board of Education for the period April 1, 2001, through December 30, 2001. The Comptroller, under whose signature this report is being transmitted, was not involved in planning or conducting this audit, nor in writing or reviewing the audit report. The Deputy

Comptroller has recused himself and was therefore also not involved in planning or conducting this audit, nor in writing or reviewing the audit report.

This audit was conducted in accordance with Generally Accepted Government Auditing Standards (GAGAS) and included tests of the records and other auditing procedures considered necessary. This audit was performed in accordance with the audit responsibilities of the City Comptroller, as set forth in Chapter 5, § 93, of the New York City Charter.

Discussion of Audit Results

The matters covered in this report were discussed with Department officials during and at the conclusion of this audit. A preliminary draft report was sent to Department officials and discussed at an exit conference held on June 12, 2003. On June 13, 2003, we submitted a draft report to Department officials with a request for comments. We received a written response from the Department on June 26, 2003, which indicated that the Department generally agreed with the audit's findings and recommendations.

The full text of the Department's comments is included as an Addendum to this report.

FINDINGS

Galaxy met the Department's initial business and system requirements; the system design allowed for future enhancements and upgrades; and the Department generally complied with the City Charter and relevant PPB Rules when procuring services, equipment, and software for the system. In addition, the system met the overall goals as stated in the original system justification, and the Department followed a formal system methodology when developing Galaxy. Furthermore, Galaxy has been integrated into the Department's Disaster Recovery Plan.

However, the Department did not hire a quality assurance consultant when Galaxy was being developed, and most users who responded to our user survey indicated that they are dissatisfied with the system. In addition, the Department has not surveyed Galaxy users to determine whether the system is adequately performing its intended functions. Moreover, the system has serious security issues that should be addressed.

Quality Assurance Consultant Not Employed

The Department considers Galaxy a mission-critical system, but it did not hire an independent consultant to conduct quality assurance reviews when the system was being developed. Although we found no significant development problems with Galaxy, our user survey revealed that the system is not user-friendly and its labor-intensive features contribute to user dissatisfaction and the need for additional training. In addition, our site visits disclosed weaknesses in access control to the system. Directive 18 recommends that agencies hire an independent quality assurance consultant to assist the agency in monitoring and reviewing the work of the development and integration team. Had the Department followed Directive 18, these issues would have been addressed.

User Satisfaction

Seventy-seven (82 %) of the 94 active users who responded to our survey reported that overall, they were not happy with the system for a number of reasons. Sixty-six of these users reported that enhancements are necessary for screen formats and information flow; 61 users reported that the system was not user-friendly (eight of the 94 users who responded to the survey did not respond to this question); and 46 felt that the system's reporting capabilities were not satisfactory (eight users did not respond to this question). In addition, 59 of the users reported that other than personal services balances were not updated frequently enough to be useful (10 users did not respond to this question), and 46 felt that the available balances for the feature, "Bulk Job," are not timely or accurate (eight users did not respond to this question). Also, 49 users reported that the tasks associated with entering information reduced the effectiveness of their work (30 users did not respond to this question), 32 users thought that the process of entering data was not easy (27 users did not respond to this question), and 19 users felt that slow response time prevented them from completing a transaction (27 users did not respond to this question). Finally, 57 users reported that they needed additional training, and 35 of these users believed that the training that they had already received was inadequate.

Department Does Not Survey Users

The Department has not surveyed Galaxy users to determine whether the system is adequately performing its intended functions. Comptroller's Directive 18, §11.8, states:

"Periodic commentary from end users is an effective method that executive management can use for assessing information processing environment performance. Satisfaction reports from the end user community will frequently highlight common or recurring problems requiring executive management's attention. These reports are most useful if they flow to executive management independent of the information systems group."

However, as stated previously, the Department has never surveyed the users of Galaxy to learn whether they are satisfied with the system. Moreover, as previously stated, our survey found that the users are not happy with Galaxy and reported that system modifications are necessary. Had the Department surveyed the users, many of the user satisfaction issues might have been resolved.

Access Control Weaknesses

Directive 18 states that "there are many software based controls that can be employed to help protect the information processing environment." One of these controls is to restrict access only to those users who are authorized to access the system's information. User identification (ID) and passwords are among the most widely used forms of access control. Our review revealed that log-in access is not adequately controlled; users are not required to change their passwords; there are no procedures in place to ensure that security violations are recorded, documented, and reviewed; and employees who actually use Galaxy were not trained to operate the system.

Log-in Access Not Adequately Controlled

Comptroller's Directive 18, § 8.1.2, states: "Access authorization must be carefully designed to insure that employees have access only to files or programs that are necessary for their job function. Active password management includes: (1) Insuring that users are forced to change passwords periodically; (3) Deactivation of inactive user accounts and accounts for employees whose services have terminated." However, we found 690 out of 3,348 user IDs that were either blank or duplicative, did not specify the user, or for which we could not locate a user. Also, we found 25 Super Administrator and Administrator passwords that provide access to virtually all aspects of the system that are not assigned correctly or adequately controlled. Allowing this many individuals to have the capability of creating user IDs poses a security risk to the system. Finally, the system does not require that passwords are periodically changed.

Department Response: "Resulting from the issues raised in the audit report, the following steps have been implemented:

1. Users are now required to change their password every ninety days.
2. User ids and passwords can no longer be identical.
3. All user ids that were not associated with an individual person's name have been removed from the system."

Security Violations Not Adequately Monitored

The Department has no procedure in place to ensure that system security violations are recorded, documented, and reviewed. Directive 18, § 11.5, states that:

"A record of the physical and logical security violations detected by software controls and other monitoring procedures must be reported to senior management. The most serious security violations should be reported to executive management. A review of security violations will highlight unresolved problems or weaknesses in internal controls and may show patterns of failure and abuse requiring remedial action."

Such procedures would help the Department to identify patterns of security violations and to ensure that proper controls are instituted to prevent unauthorized access to Galaxy.

Employees Actually Using Galaxy Were Not Trained

Comptroller's Directive 18, § 9.7, states: "In sound internal control environments: Management insures that operational staff has access to the operations documentation, is adequately trained in its use, and that the documentation is reviewed and updated periodically." However, we found during our site visits and user survey that employees who actually use Galaxy were not trained to operate the system. Specifically, Principals delegated the task of using Galaxy to secretaries, administrative staff, and teachers who were not provided training. Moreover, the Department has no plans to train these users. In addition, we learned that the training vendor had provided CD training disks, but these disks have not been disseminated to the district and school

users. Finally, the Department has a Web site available for training, but most users are unaware of its existence.

RECOMMENDATIONS

The Department should:

1. Engage an independent quality-assurance consultant to monitor and review development work and any system enhancements or subsequent work on Galaxy and any future system development projects

Department Response: “In the future, the Department agrees to utilize a quality assurance consultant on major Galaxy system development work.”

2. Immediately address all user concerns noted in this report.

Department Response: “To address user satisfaction issues the Department will continue to bring issues to the attention of the Galaxy oversight committees. These include a Steering Committee, a Core User group and a Central Working group. Each of these committees has participation from agency staff that work directly with school personnel using Galaxy.

“It is important to note that a large portion of the negative user satisfaction can be attributed to the increased workload in schools, emanating from the 1996 School Governance Legislation requiring each school to maintain their own budget in a consultative community environment. This process is intrinsically labor intensive and was a function not commonly performed by schools.”

3. Conduct periodic user surveys to discover common or recurring problems requiring executive management’s attention. Management should address these problems immediately.

Department Response: “The Department believes that there are many avenues through which common or recurring problems can be surfaced. Among these are the Galaxy oversight committees discussed in attachment A, as well as the Help Desk Services that respond to system users’ issues continuously throughout the processing day.

“However the Department does also recognize that surveys can be a valuable tool as well. As such, the Department can envision conducting periodic surveys in which Galaxy is addressed.”

4. Develop written policies and procedures for terminating inactive user IDs. Also, the Department should review the status of the inactive users and terminate access as appropriate.

Department Response: “The Department has developed instructions for Galaxy security officers reiterating policy and responsibility for terminating inactive user ids. An additional procedure needs to be put in place that reports user ids that have not been used in more than six months. These ids should be reported to regional security officers.”

5. Establish a procedure to record, document, and review any security violations that occur in the system.

Department Response: “The Department has developed specifications for recording and documenting security violations. These specifications need to be programmed into the Galaxy system.”

6. Immediately provide training to all Galaxy users, distribute training discs, and introduce all users to Galaxy’s instructional Web site.

Department Response: “During the course of the audit, plans were made to train all Galaxy users as part of the Children First implementation. As part of this effort users are receiving information about on-line help and the instructional web site. Discs no longer need to be distributed as the information on the discs is now part of the help system and web-site.”



THE NEW YORK CITY DEPARTMENT OF EDUCATION

JOEL I. KLEIN, *Chancellor*

OFFICE OF THE CHANCELLOR

52 Chambers Street - New York, NY 10007

(212) 374-0209 phone (212) 374-5588 facsimile

June 30, 2003

Mr. Gary Rose, Director of Financial Audits
The City of New York
Office of the Comptroller
1 Centre Street, Rm 1300 North
New York, New York 10007-2341

Re. Draft Audit Report on the Development &
Implementation of the Galaxy System by
the Department of Education
(7A03-109)

Dear Mr. Rose:

Enclosed is the Department of Education's (the "Department") response to the findings and recommendations made in the above draft report.

The Department agrees with all six recommendations. Of these six recommendations, the Department has already implemented recommendations two and six, has partially implemented recommendations four and five, and agrees with recommendations one and three but are pending implementation. We will periodically update you on the status of our implementation.

We are pleased that the report concluded that the Department implemented Galaxy and met the initial business and system requirements and that its design allowed for future enhancements. The report also concluded that in general, the Department complied with the applicable procurement rules in procuring services, equipment and software for the system.

Sincerely,

A handwritten signature in black ink that reads "Kathleen Grimm".

Kathleen Grimm

Deputy Chancellor for Finance and Operations

KG:rh
Enclosures

C: Joel I. Klein
Charles Niessner
Chad Vignola
Andrew Levine
Rick Hederman

Diana Lam
Anthony Shorris
Susan Olds
Marlene Malamy
Nader Francis

LaVerne Srinivasan
Bruce Feig
Jason Henry
Brian Fleischer

NEW YORK CITY DEPARTMENT OF EDUCATION
OFFICE OF AUDITOR GENERAL
External Audit Services

PAGE 1 OF 6
RESPONSE DATE: 6/26/03

AUDIT TITLE: Development and Implementation of the Galaxy System
AUDITING AGENCY: City of New York - Office of the Comptroller
DIVISION: Bureau of Financial Audit
DRAFT REPORT DATE: May 23, 2003
AUDIT NUMBER: 7A03-109

C. RECOMMENDATION WHICH THE AGENCY AGREES WITH BUT IS PENDING IMPLEMENTATION

Recommendation #1 states that the Department should "Engage an independent quality assurance consultant to monitor and review development work and any system enhancements or subsequent work on Galaxy and any future system development projects."

RESPONSE TO RECOMMENDATION

In the future, the Department agrees to utilize a quality assurance consultant on major Galaxy system development work.

TARGET IMPLEMENTATION DATE

Will be determined on a project-by-project basis.

RESPONSIBILITY CENTER

Division of Instructional and Information Technology (D49).

Signature:

Charles B. Niessner
Charles B. Niessner

Print Name: Charles Niessner

Print Title: Chief Information Officer

06/27/03

Date

NEW YORK CITY DEPARTMENT OF EDUCATION
OFFICE OF AUDITOR GENERAL
External Audit Services

PAGE 2 OF 6
RESPONSE DATE: 6/26/03

AUDIT TITLE: Development and Implementation of the Galaxy System
AUDITING AGENCY: City of New York - Office of the Comptroller
DIVISION: Bureau of Financial Audit
DRAFT REPORT DATE: May 23, 2003
AUDIT NUMBER: 7A03-109

A. RECOMMENDATION WHICH THE AGENCY HAS IMPLEMENTED

Recommendation #2 states that the Department should "immediately address all concerns noted in this report."

RESPONSE TO RECOMMENDATION - IMPLEMENTATION PLAN

Of the seven items noted in the Findings and Recommendations Section of the Audit report, the following five are enumerated individually as recommendations and addressed in the pages 2-7 of this response:

- 1). Quality Assurance consultant not employed.
- 2). Conduct periodic surveys.
- 3). Policies and procedures for terminating inactive user ids.
- 4). Procedures to record, document and review security violations.
- 5). Immediately provide training and distribution discs and web-site access.

The remaining two concerns discuss access control and user satisfaction and have been addressed as follows:

Access Control

Resulting from the issues raised in this audit report, the following steps have been implemented:

1. Users are now required to change their password every ninety days.
2. User ids and passwords can no longer be identical.
3. All user ids that were not associated with a individual person's name have been removed from the system.

User Satisfaction

To address user satisfaction issues the Department will continue to bring issues to the attention of the Galaxy oversight committees. These include a Steering Committee, a Core User group and a Central Working group. Each of these committees has participation from agency staff that work directly with school personnel using Galaxy.

It is important to note that a large portion of the negative user satisfaction can be attributed to the increased workload in schools, emanating from the 1996 School Governance Legislation requiring each school to maintain their own budget in a consultative community environment. This process is intrinsically labor intensive and was a function not commonly performed by schools.

IMPLEMENTATION DATE

June 2003 and ongoing.

RESPONSIBILITY CENTER

Access Controls - Galaxy System in conjunction with Regional Operations Centers.
User Satisfaction - Chief Financial Officer in conjunction with Regional Operations Centers and Galaxy System.

Signature:

Print Name: Jason Henry
Print Title: Senior Assistant to the Chief Financial Officer

Date

6/27/03

NEW YORK CITY DEPARTMENT OF EDUCATION
OFFICE OF AUDITOR GENERAL
External Audit Services

PAGE 3 OF 6
RESPONSE DATE: 6/26/03

AUDIT TITLE: Development and Implementation of the Galaxy System
AUDITING AGENCY: City of New York - Office of the Comptroller
DIVISION: Bureau of Financial Audit
DRAFT REPORT DATE: May 23, 2003
AUDIT NUMBER: 7A03-109

C. RECOMMENDATION WHICH THE AGENCY AGREES WITH BUT IS PENDING IMPLEMENTATION

Recommendation #3 states that the Department should "Conduct periodic user surveys to discover common or recurring problems requiring executive management's attention. Management should address these problems immediately."

RESPONSE TO RECOMMENDATION

The Department believes that there are many avenues through which common or recurring problems can be surfaced. Among these are the Galaxy oversight committees discussed in attachment A, as well as the Help Desk Services that respond to system users' issues continuously throughout the processing day.

However the Department does also recognize that surveys can be a valuable tool as well. As such, the Department can envision conducting periodic surveys in which Galaxy is addressed.

TARGET IMPLEMENTATION DATE

Will be determined on a project-by-project basis.

RESPONSIBILITY CENTER

Division of Instructional and Information Technology (D49).

Signature:

Charles B Niessner

CHARLES E. Niessner

Print Name: Charles Niessner

6/27/03
Date

Print Title: Chief Information Officer

NEW YORK CITY DEPARTMENT OF EDUCATION
OFFICE OF AUDITOR GENERAL
External Audit Services

PAGE 4 OF 6
RESPONSE DATE: 6/26/03

AUDIT TITLE: Development and Implementation of the Galaxy System
AUDITING AGENCY: City of New York - Office of the Comptroller
DIVISION: Bureau of Financial Audit
DRAFT REPORT DATE: May 23, 2003
AUDIT NUMBER: 7A03-109

B. RECOMMENDATION WHICH THE AGENCY HAS PARTIALLY IMPLEMENTED

Recommendation #4 states that the Department should "Develop written policies and procedures for terminating inactive user ids. Also the department should review the status of inactive users and terminate access as appropriate."

WHAT HAS BEEN IMPLEMENTED?

The Department has developed instructions for Galaxy security officers reiterating policy and responsibility for terminating inactive user ids.

WHAT HAS TO BE IMPLEMENTED?

An additional procedure needs to be put in place that reports user ids that have not been used in more than six months. These ids should be reported to regional security officers.

EXPECTED IMPLEMENTATION DATE

October through December 2003.

RESPONSIBILITY CENTER

Galaxy System (D49).

Signature:

Charles B Niessner

Print Name:

CHARLES B NIESSNER

Charles Niessner

Print Title:

Chief Information Officer

6/27/03
Date

NEW YORK CITY DEPARTMENT OF EDUCATION
OFFICE OF AUDITOR GENERAL
External Audit Services

PAGE 6 OF 6
RESPONSE DATE: 6/26/03

AUDIT TITLE: Development and Implementation of the Galaxy System
AUDITING AGENCY: City of New York - Office of the Comptroller
DIVISION: Bureau of Financial Audit
DRAFT REPORT DATE: May 23, 2003
AUDIT NUMBER: 7A03-109

A. RECOMMENDATION WHICH THE AGENCY HAS IMPLEMENTED

Recommendation #6 states that the agency should "immediately provide training to all Galaxy users, distribute training discs and introduce all users to Galaxy's instructional web site."

RESPONSE TO RECOMMENDATION - IMPLEMENTATION PLAN

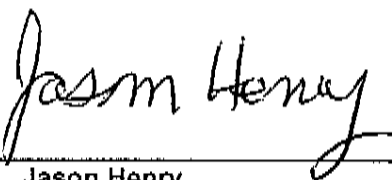
During the course of the audit plans were made to train all Galaxy users as part of the Children First implementation. As part of this effort users are receiving information about on-line help and the instructional web site. Discs no longer need to be distributed as the information on the discs is now part of the help system and web-site.

IMPLEMENTATION DATE

June through October 2003.

RESPONSIBILITY CENTER

Galaxy System (D49) in conjunction with Regional Operations Centers (D96).

Signature: 

Print Name: Jason Henry

Date: 6/27/03

Print Title: Senior Assistant to the Chief Financial Officer

NEW YORK CITY DEPARTMENT OF EDUCATION
OFFICE OF AUDITOR GENERAL
External Audit Services

PAGE 5 OF 6
RESPONSE DATE: 6/23/03

AUDIT TITLE: Development and Implementation of the Galaxy System
AUDITING AGENCY: City of New York - Office of the Comptroller
DIVISION: Bureau of Financial Audit
DRAFT REPORT DATE: May 23, 2003
AUDIT NUMBER: 7A03-109

B. RECOMMENDATION WHICH THE AGENCY HAS PARTIALLY IMPLEMENTED

Recommendation #5 states that the Department should "Once reporting is in place, the reports will be sent to the Galaxy security officers for handling or follow-up."

WHAT HAS BEEN IMPLEMENTED?

The Department has developed specifications for recording and documenting security violations.

WHAT HAS TO BE IMPLEMENTED?

These specifications need to be programmed into the Galaxy system.

EXPECTED IMPLEMENTATION DATE

October through December 2003.

RESPONSIBILITY CENTER

Galaxy System (D49).

Signature:

Charles B Niessner
CHARLES B. NIESSNER

Print Name: Charles Niessner

Print Title: Chief Information Officer

6/27/03

Date