

INTERNAL AUDIT REPORTS ISSUED

Action Requested: Receive the original and follow-up internal audit reports.

Executive Summary: Completed institutional internal audit reports are reported to the Audit and Compliance Committee as required by Board policy.

ORIGINAL REPORTS	CEA*	Status
UNIVERSITY OF IOWA <ul style="list-style-type: none"> • DeGowin Blood Center • Facilities Management IT • Machine Shops • Outsourced Bookstore 	   	Open Open Open Open
IOWA STATE UNIVERSITY <ul style="list-style-type: none"> • Department of Food Science and Human Nutrition • StarRez 	 	Open Open
UNIVERSITY OF NORTHERN IOWA <ul style="list-style-type: none"> • Clery Act • Constituent Relationship Management System 	 	Open Open

**Assessment of Controls/Efficiencies (CEA) are defined on the following page.*

FOLLOW-UP REPORTS

UNIVERSITY OF IOWA

- College of Pharmacy Building Construction Closed
- Department of Otolaryngology Closed

<p>HIGH</p> 	<ul style="list-style-type: none"> • Could seriously affect several areas within the university. Exposes the university to unacceptable risks or liability if not corrected OR • Involves difficult issues requiring the attention of executive management OR • Involves compliance with Federal, State, or other laws and could result in serious consequences if not implemented OR • Unacceptable weakness in the internal and/or accounting controls OR • Substantial savings (perhaps millions) can potentially be realized by correcting.
<p>MODERATE</p> 	<ul style="list-style-type: none"> • Could seriously affect a department or area within the university OR • Involves a difficult issue requiring the attention of upper management OR • Involves compliance with Federal, State, or other law and could result in minor consequences if not implemented OR • Weakness in the internal and/or accounting controls OR • Savings (perhaps thousands) can potentially be realized by correcting.
<p>LOW</p> 	<ul style="list-style-type: none"> • Can affect a department or may be common to several areas OR • Could result in improved internal and accounting control OR • Can be corrected relatively easily OR • Could result in improved efficiency or effectiveness of operations OR • No reportable observations or corrective action taken prior to report issuance.

The internal auditors have utilized the colors for the CEA in evaluating each overall audit report.



**University of Iowa
DeGowin Blood Center**

Issued June 1, 2022

Status: Open

The DeGowin Blood Center audit was performed to evaluate whether proper controls are in place and to determine whether opportunities for improvement exist. The center is primarily responsible for collecting, processing, storing, testing, and distributing blood products for the University of Iowa Hospitals & Clinics' patient population. Audit recommendations include working with Identity and Access Management to timely grant new users access to blood donation systems and improve processes to regularly remove terminated user accounts. Management expects to complete its action plans by August 2022.



**University of Iowa
Facilities Management IT**

Issued June 1, 2022

Status: Open

Facilities Management provides services to campus including capital improvement projects, building maintenance, and energy management. The audit was performed to evaluate if proper controls are in place within the information technology environment. Audit recommendations include strengthening user access de-provisioning processes, scanning web applications for vulnerabilities, consistently documenting testing and approvals within the change management tools, updating disaster recovery documentation, and creating business continuation plans. Management expects to complete its action plans by December 2022.



**University of Iowa
Machine Shops**

Issued June 1, 2022

Status: Open

Several University of Iowa departments operate machine shops which provide services to researchers, other departments, and the public. The Machine Shops audit was performed to determine whether adequate controls are in place to oversee the completion and billing of jobs and whether opportunities for improvement exist for current processes. Audit recommendations include adding mechanisms for more direct oversight of shop activity, ensuring forecasted expenses and sales volume are considered when establishing billing rates, and implementing controls to monitor the deletion of job tickets from tracking systems. Management expects to complete its action plans by October 2022.



**University of Iowa
Outsourced Bookstore**

Issued June 1, 2022

Status: Open

The University of Iowa signed a five-year operating agreement with Follett Higher Education Group Inc. to operate the University of Iowa Hawk Shop and the University Bookstore located in the Iowa Memorial Union, effective April 22, 2021. The audit was performed to evaluate if proper controls are in place and determine whether opportunities for improvement exist for the current processes. Audit recommendations include documenting contract management responsibilities, obtaining detailed transactions for royalty payment reconciliation, implementing a process to verify employment status for in-store discounts, working with Follett to receive labor payments annually, and implementing a process to obtain the Payment Card Industry Data Security Standard Attestation of Compliance timely. Management expects to complete its action plans by January 2023.



Iowa State University
Department of Food Science and Human Nutrition

Issued June 1, 2022

Status: Open

The Department of Food Science and Human Nutrition (FSHN) audit was conducted to evaluate whether controls over administrative processes are operating as intended. FSHN is dually administered by the College of Human Sciences and the College of Agriculture and Life Sciences. In fiscal year 2022, FSHN had a budget of \$5.1 million with approximately 66 faculty and staff. Significant audit recommendations noted during the audit include ensuring that department keys issued to staff only allow access to areas where keyholders have a business need, conducting an annual rate review for the department's fee-for-service programs, ensuring that onboarding and termination checklists include processes related to software and key access, and reviewing the business need of unused procurement and travel and hospitality cards. Management expects to complete its action plans by January 2023.



Iowa State University
StarRez

Issued June 1, 2022

Status: Open

StarRez is a third-party cloud based residential community management software administered by the Department of Residence. The primary uses for StarRez at Iowa State University are housing contract maintenance, housing assignments, billing, meal plans, receiving student packages, and student equipment checkout. The StarRez audit was completed to evaluate the adequacy of significant administrative and fiscal processes and provide reasonable assurance that internal controls are in place and operating as intended. Audit recommendations include removing access for users no longer with ISU or without a valid need for access; reevaluating how natural gas usage for students living in Schilleter Village and University Village Apartments is billed and correcting missing utility billings in fiscal year 2022; developing separate login credentials for administrator accounts; and ensuring all StarRez users have completed Family Education Rights and Privacy Act training. Management expects to complete its action plans by July 2022.



University of Northern Iowa
Clery Act

Issued June 1, 2022

Status: Open

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) was signed into law in 1990. The Clery Act requires institutions of higher education receiving federal financial aid to maintain and report crime information on or near their respective campus. The Clery Act audit was performed to evaluate if proper controls are in place and determine whether opportunities for improvement exist for the current processes. Primary audit recommendations include documenting standard operating procedures, identifying human resource appointment characteristics to more efficiently identify Campus Security Authorities, reviewing and formally approving procedures documented in the Annual Security Report and Annual Fire Safety Report, ensuring timely and complete population of the Crime Log, documentation of consideration for timely warnings, developing a committee charter, revising roles and responsibilities, and updating job descriptions. Management expects to complete its action plans by May 2023.



**University of Northern Iowa
Constituent Relationship Management System**

Issued June 1, 2022

Status: Open

The University of Northern Iowa selected the cloud-hosted tool, Salesforce, as the campus-wide constituent relationship management (CRM) system to focus on recruiting. The long-term goal for the CRM system is to ensure staff have a complete 360-degree view of the university's interactions with those the university serves including prospects, students, parents, faculty, staff, alumni, community members, event holders, donors, schools, and employers. Audit recommendations include reviewing system access, annually reviewing Service Organization Controls (SOC) 2 reports, verifying completion of Family Educational Rights and Privacy Act (FERPA) training prior to setting up system access, and defining data retention. Management expects to complete its actions plans by March 2023.

STATUS OF AUDIT FOLLOW-UPS

University of Iowa

Title	Report Date	Original Follow-Up Date	Revised Follow-Up Date	Action Status
1. Online Education	Nov 18, 2020	Sept 2021	Sept 2022	
2. Carver College of Medicine Core Research Facilities	June 3, 2021	Nov 2021		
3. Central Sterilization Services	Feb 24, 2021	Jan 2022		
4. Iowa River Landing	Feb 23, 2022	Jan 2022		
5. Department of Pathology	Feb 23, 2022	April 2022		
6. Financial Management of Cancer Clinical Trials	Sept 15, 2021	July 2022		
7. IATL Building IT Support	Sept 15, 2021	July 2022		
8. State Hygienic Laboratory Tests of Public Health Significance	Nov 3, 2021	July 2022		
9. UI Health Care Dialysis	Feb 23, 2022	July 2022		
10. Office of Equal Opportunity and Diversity	Sept 15, 2021	Aug 2022		
11. Biochemistry Stores	Nov 3, 2021	Aug 2022		
12. ITS Software Change Management	April 6, 2022	Oct 2022		
13. Occupational Health Billing	April 6, 2022	Oct 2022		
14. Student Accountability	April 6, 2022	Oct 2022		
15. Clery Act	Feb 23, 2022	Jan 2023		
16. Controlled Substances	Sept 15, 2021	Jan 2023		
17. College of Nursing	Feb 23, 2022	April 2023		
18. Clinical Staff Office	April 6, 2022	April 2023		

Iowa State University

Title	Report Date	Original Follow-Up Date	Revised Follow-Up Date	Action Status
19. Workday Security Roles	Sept 15, 2021	Jan 2022		
20. Finance Service Delivery	Sept 15, 2021	July 2022		
21. University Benefits	Feb 23, 2022	Feb 2023		

University of Northern Iowa

Title	Report Date	Original Follow-Up Date	Revised Follow-Up Date	Action Status
22. UNI Bookstore	Nov 3, 2021	June 2022		
23. Office of the Provost and Executive Vice President for Academic Affairs	Feb 23, 2022	Jan 2023		

Follow-Up Legend

	<ul style="list-style-type: none"> Planned corrective action and/or follow-up report not completed within six months of originally scheduled date.
	<ul style="list-style-type: none"> Planned corrective action and/or follow-up report not completed within three months of originally scheduled date.
	<ul style="list-style-type: none"> Follow-up report is due and is within three months of originally scheduled completion date.
	<ul style="list-style-type: none"> Follow-up report not yet due.