



Oklahoma State Auditor & Inspector

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TO THE OKLAHOMA BOARD OF NURSING AND CITIZENS OF OKLAHOMA

The Oklahoma Board of Nursing (OBN) appears to be led by capable management, demonstrating high standards and a proactive approach. This state agency elected to consolidate its information technology (IT) services with the Information Services Division of the Office of Management Enterprise Services (OMES ISD) with the goal of better securing its IT resources and to serve as an example for other self-sustaining state agencies that choose to consolidate.

Our audit of the Board of Nursing shows that OMES ISD has not met its IT service quality obligations to this agency such as reliable access, timely responses and resolutions to help desk requests, and guaranteed updates to agency IT policies and disaster recovery plans. The extent of these service standard deficiencies was illustrated when several unauthorized OBN employees were inexplicably granted access to secured files, creating the opportunity for a security breach of licensee information and undermining agency policies.

Management is concerned with the written OMES ISD agreement and overall communication with OMES ISD staff. Moreover, instead of reducing costs, the consolidation has actually increased related IT expenses by 14% from FY 2011 to FY 2013. Similar concerns were raised in a recent Senate subcommittee report, recounting complaints of increased costs and frustrations in other IT service consolidated state agencies.

Our objective examination suggests that if OMES ISD was a private vendor, the substandard service level provided to OBN quite possibly would result in termination of the IT service agreement. If the Board and agency management opt to continue the agreement, the responsibility to correct service quality deficiencies clearly rests with OMES ISD.

As all current IT consolidated state agencies could benefit from appropriate improvements in OMES ISD service quality, prospective candidates would be well served to carefully consider this audit, as OBN's experience does not appear to be an isolated case.

From a broader perspective, current and future OMES ISD users would gain from an independent performance audit to validate that quality performance measures are developed and maintained and that progress toward achieving the stated IT consolidation goals of increasing the effectiveness and efficiency of the state's technology services is meeting expectations.

An unbiased evaluation of the IT consolidation process will provide transparency and accountability of the initiative's true progress and will determine if the related legislative policies are producing the intended results.

Sincerely,

A handwritten signature in blue ink that reads "Gary A. Jones".

GARY A. JONES, CPA, CFE
OKLAHOMA STATE AUDITOR & INSPECTOR