Cabinet Agencies' Performance Audit Action Item(s) & Status

Continuing Opportunities to Improve State Information Technology Security - 2016

(See also cabinet agency response for full context to Washington State Auditor's Office (SAO) report, November 2016)

Washington Technology Solutions (WaTech) will work with audited agencies to complete the action plan prepared in response to the performance audit.

SAO Findings Summary:
1. Opportunities exist to strengthen IT security.

SAO Recommendations (Rec):
1. The audited agencies should continue remediating issues identified during security assessment testing and gaps identified between agency practices or documented policies and procedures and the leading practices. They should continue to assess agency's IT security needs and resources periodically, including personnel and technology, to mature and maintain sufficient security.
2. To WaTech, to help ensure agencies can effectively plan and budget to make full use of WaTech's services:
   a. Solicit input from state agencies when procuring new services
   b. Provide details about new services to state agencies as early as possible. Service specifications should be set out in "terms of service" or similar document; key specifications to consider covering include limitations roles and responsibilities, performance measures, and security of the service.
3. To WaTech's Cyber Security Office:
   a. Conduct outreach to state agencies to determine how additional clarity or guidance could help align practices with the state IT security standards and leading practices
   b. Develop and provide that additional clarity or guidance to state agencies

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the *cabinet agency response* for additional context and any additional steps already taken.

For an explanation of the columns below, see the legend.

Issue/ Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
Rec 1	Complete	Each agency will establish a plan for the gaps and improvements identified by the end of the year. These plans will be monitored by the SAO and WaTech.	WaTech	12/16				Plans developed by Nov. 2016. Identified gaps and improvements have been addressed by each agency.

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Rec 2	In progress	Update the Terms of Service to include more clarity in roles and responsibilities, performance, security and known limitations.	WaTech	~~9/17~~ ~~10/18~~ 6/23	Yes	No	No	TOS changes are on-going as several security services significantly changed in the last one year. WaTech August 2021: - CERT Security Assessments - completed - Digital Forensics - completed - Application Security Management – completed - Managed Firewall - completed - Vulnerability Assessments – completed - Logging and Monitoring – in progress due to service overhaul, new TOS has been drafted and will be implemented by 12/31/22 - Fortress Anonymous – now part of an active project that is scheduled to complete in Q2 2023 - Secure Certificates (formerly Internal Certificate Authority) – TOS not applicable - Security File Transfer – in progress due to change in service. Service overhaul in progress scheduled to complete in Q2 2023 - Secure Web Proxy (formerly Enterprise Forward Proxy) – now part of an active project that is scheduled to complete in Q2 2023 - Secure Access Washington – complete

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								• Secure Access Washington Agency Portal – to be removed. No longer a WaTech service • SSL VPN Services – now part of an active project that is scheduled to complete in Q2 2023 • Strong Authentication –now part of an active project that is scheduled to complete in Q2 2023 • Web Services Gateway –now part of an active project that is scheduled to complete in Q2 2023
Rec 2	Complete	Implement a Service Catalog Process that includes a Customer Advisory Council.	WaTech	N/A				WaTech implemented the Service Catalog Process to maintain the WaTech service catalog, or list of current services, effective December 2015. The planning for new WaTech services includes review with customers seeking input on those services. WaTech seeks input from customers through multiple methods including the Watech Advisory Council, the CIO Forum, and Quarterly Customer meetings and through interactions with customers on an individual basis. WaTech publishes updates to the Service Catalog on the WaTech website and on the WaTech Strategic Roadmap.
Rec 3	Complete	Establish monthly workshops to provide agencies with information on new and emerging threats, technical implementations and interpretation of the state's IT security standards.	WaTech	N/A				Every month, the State Office of Cyber Security hosts IT Security workshops. In these sessions, IT security industry experts and Office of Cyber Security 3 staff members provide agencies with information on new and emerging threats, technical implementations and interpretation of the state's IT security standards. These workshops also serve as a forum where

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								agency IT security professionals can raise questions, share their successes and learn from one another. These workshops commenced in March, 2016
Rec 3	Complete	Establish weekly "Office Hours" for agencies	WaTech	N/A				The State Office of Cyber Security has set aside several hours per week to provide agencies with the opportunity to drop by and interact with staff to discuss any questions they may have regarding IT Security standards compliance, implementation of best practices, threat detection and analysis and other IT security related questions. The Office Hours program was implemented in September 2016
Rec 3	Complete	Contract with a second firm to provide online employee IT security awareness training.	WaTech	~~12/16~~ 4/17				Contract was signed with vendor "Security Mentor" to provide agencies with second security awareness training option.

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