

PALM BEACH COUNTY  
BOARD of COUNTY COMMISSIONERS

AGENDA ITEM SUMMARY

Meeting Date: 1/12/2021 [ X ] Consent [ ] Regular  
[ ] Public Hearing

Department:  
Submitted By: County Internal Auditor's Office

**I. EXECUTIVE BRIEF**

**Motion and Title: Staff recommends motion to receive and file:**

- A. Final audit report recently issued by the County Internal Auditor's Office:
  1. 2021-01 Public Safety Department - Emergency Management Division - *Training and Exercises Audit*

**Summary:** County Code Section 2-463(e)(3) requires the County Internal Auditor to submit copies of final audit reports to the Board of County Commissioners and the Internal Audit Committee. We are submitting this report to the Board of County Commissioners as required by the County Code. Countywide (DB)

**Background and Justification:** County Code Section 2-463(e)(3) requires the County Internal Auditor to submit copies of final audit reports to the Board of County Commissioners, the Internal Audit Committee, audited agency management, and County Administration. The final audit report for the referenced audit was issued November 9, 2020. The report is on the Internal Audit Committee agenda for the December 9, 2020 meeting.

**Attachments:**  
2021-01 Public Safety Department - Emergency Management Division - *Training and Exercises Audit*

Recommended by: Joseph F. Bergeron 17 November 2020  
County Internal Auditor Date

Recommended by: [Signature] 12/9/2020  
County Administrator Date

**II. FISCAL IMPACT ANALYSIS**

**A. Five Year Summary of Fiscal Impact:**

Fiscal Years	2021	2022	2023	2024	2025
Capital Expenditures					
Operating Costs					
External Revenues					
Program Income (County)					
In-Kind Match (County)					
NET FISCAL IMPACT	None				
# ADDITIONAL FTE					
POSITIONS (Cumulative)					

Is Item Included In Current Budget? Yes \_\_\_\_\_ No \_\_\_\_\_  
 Does this item include the use of federal funds? Yes \_\_\_\_\_ No \_\_\_\_\_  
 Budget Account No.: Fund \_\_\_\_ Agency \_\_\_\_ Org. \_\_\_\_ Object \_\_\_\_  
 Program Number \_\_\_\_\_ Revenue Source \_\_\_\_\_

**B. Recommended Sources of Funds/Summary of Fiscal Impact:**

No fiscal impact

A. Department Fiscal Review:

\_\_\_\_\_

**III. REVIEW COMMENTS:**

A. OFMB Fiscal and/or Contract Administration Comments:


 \_\_\_\_\_ 11/23/2020  
 Budget/OFMB LM 11/19


 \_\_\_\_\_ 12/5/2020  
 Contract Administration 12-7-2020

B. Legal Sufficiency:


 \_\_\_\_\_ 12/8/2020  
 Assistant County Attorney

C. Other Department Review:

\_\_\_\_\_ Department Director

**This summary is not to be used as a basis for payment.**



Office of the County Internal Auditor  
Final Audit Report  
Report #2021-01  
Issued November 9, 2020

**Public Safety Department  
Emergency Management Division  
Training and Exercises Audit**

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*Stewardship – Accountability – Transparency*

**TABLE OF CONTENTS****PUBLIC SAFETY DEPARTMENT  
EMERGENCY MANAGEMENT DIVISION  
TRAINING AND EXERCISES AUDIT  
REPORT #2021-01**

Audit Objective	1
Summary of Audit Findings	1
Recommendation Summary	2
Finding #1 Training Documentation and Monitoring Needs Improvement	2
Finding #2 User Access Control Needs Improvement	5
Audit Conclusions	7
Background	8
Audit Scope and Methodology	11
Management and Audit Responsibilities	12
Management's Response to the Audit	14

## WHY WE CONDUCTED THIS AUDIT

We conducted this audit to address the following:

Did the Emergency Management Director ensure that:

1. All Division of Emergency Management staff, Emergency Operation Center personnel, and other partner response and recovery organizations personnel:
  - A. Obtained all the training that was required to prepare personnel to carry out their functions per the Multi-Year Training and Exercise Plan 2018-2021? And,
  - B. Participated in all the exercises that were required to prepare

personnel to carry out their functions per the Multi-Year Training and Exercise Plan 2018-2021 and per Homeland Security Exercise and Evaluation Program?

2. Access controls in WebEOC and SharePoint were managed according to Countywide policies and procedures (PPMs), and Control Objectives for Information and Related Technology (COBIT) Guidelines?

## WHAT WE FOUND

As to Objective #1A, we were unable to determine that all required training for personnel had been received. This was due, in part, to a lack of training records demonstrating the required training had been taken. We believe an additional contributing factor was a lack of authority for Emergency Management to require personnel outside the Public Safety Department to complete the training.

As to Objective #1B, we found no issues.

As to Objective #2, we found opportunities for improvement in controlling and managing access to Emergency Management IT systems, and for timely removal of personnel from those systems when access is no longer required.

We also identified several issues we felt did not rise to the level of audit findings

but that should be brought to the attention of management. We communicated these issues in our Management Letter. See the Audit

Conclusions section for more information.

## WHAT WE RECOMMEND

The audit report makes five recommendations to address the issues raised in the conclusions section.

As to Objective #1A, we recommend developing a Countywide policy requiring all personnel with emergency roles to complete and document the required training. We also recommended establishing a central repository for training certifications and other supporting documentation. We recommended implementing a practice

of routinely reconciling data between the various record systems maintaining critical emergency information.

As to Objective #2, we recommended implementing a process to ensure individuals are removed from access to emergency systems in a timely manner. We also recommended that Emergency Management work with the Human Resources Department to get timely notice of terminations or reassignments of personnel with emergency roles.

## DETAILED FINDING AND RECOMMENDATIONS

### **Finding 1: Training Documentation and Monitoring Needs Improvement**

#### **Personnel Assigned EOC Activation Roles**

According to Standard Operating Guide LG-003, entitled "*Credentialing Policy and Procedure*," an individual identified as having Emergency Operations Center activation responsibilities at the EOC shall complete the required Incident

Command System classes and other required training for their position at the EOC pursuant to guidelines set forth by the NIMS. NIMS training guidelines for the PBC EOC are located on the Emergency Management website.

We selected a judgmental sample of 10% (24) of the staff with EOC activation roles (242 personnel) to review training certificates maintained on file. NIMS requires all staff assigned EOC

activation roles to complete all the prescribed training. Three of the 24 staff we sampled had certificates on file for all their required training. Ten of the 24 staff we sampled had no training certificates on file. The other 11 staff we sampled had from 22% to 71% of the required certificates on file. Based on the lack of documentation (per SharePoint and the TEC), we were unable to determine if activation staff completed the training required by the

Division's guide and/or if EM received the appropriate training certificate. Some employees are required to take multiple courses based on their activation roles. In our sample, the number of required courses ranged from five to 11 per person. Table 2 below shows that out of the 189 required courses for the 24 employees, 124 (65%) certificates were not on file to confirm the completion of classes.

<b>Description</b>	<b>Count</b>
Total required courses	189
Certificates on file	65
Certificate not on file	124

Currently, employees submit certificates to appropriate Department liaisons, who then forward certificates to the TEC. According to EM, the Division does not have a single submittal portal that centralizes the collection of certificates. According to the TEC, EM does not have the authority to require people outside the Department or with a partner agency to take training.

EOC essential staff (staff whose disaster role requires them to work in the EOC during an activation) who have not taken the training related to their role per NIMS guidelines may be underequipped to perform their disaster role during an emergency.

Inadequately trained County employees increase the likelihood that the County's plans and emergency procedures may not be followed in the event of an actual emergency or disaster.

### Recommendations

**The Emergency Management Division Director should:**

1. **Work with the County Administrator to develop a Countywide policy requiring and authorizing appropriate training for all County employees with relevant disaster roles.**
2. **Create a central portal for receiving and maintaining training certificates.**

### Management Comments and Our Evaluation

In replying to a draft of this audit report, the Department Director concurred with the finding and recommendations 1 and 2.

As to Recommendation #1, the Director stated that a meeting had been held with County Administration to discuss disaster related training. The Director referred to new training requirements from FEMA requiring training for all incident personnel. The Director stated that Administration felt no policy was needed at this time and that using existing mechanisms would be sufficient. The Director also noted that the Division will work with ISS and Human Resources to develop more effective processes for training.

As to Recommendation #2, the Director stated that a new process to receive and track training certificates for all employees taking disaster related training has been implemented.

We believe implementing the new FEMA training requirements will be beneficial and that implementing the tracking portal already is excellent. However, we are concerned that relying on existing mechanisms to ensure compliance with the training requirements will not be successful in that the existing mechanisms have already been found ineffective. It appears that Administration may be open to revisiting the policy requirement should this new effort is not successful. We will follow-up on these actions to ensure the underlying conditions get corrected.

#### Employee Disaster Response Program

Countywide PPM CW-P-083, entitled "*Employee Disaster Response Program*

(EDRP)," indicates EM will provide training to prepare employees for their assigned role. Department Personnel Liaisons (DPL) disseminate the EDRP Intake Forms to all departmental employees. Each employee completes the EDRP form, and the DPL enters the data in the Human Resources Information System (HRIS). EM downloads an EDRP report to the database to assign employees to fulfill disaster staffing needs and requirement.

Based on documentation provided by EM in July 2019, there were 266 (combined) NIMS training folders for EOC essential staff, while there were 357 essential staff listed on the EDRP report for EOC. PPM CW-P-083 defines an EOC essential employee as an employee that has a pre-assigned disaster role in the Emergency Operations Center (EOC).

A comparison of records between the EDRP report and the NIMS report for the audit period shows 357 EDRP records and 241 NIMS records. According to the TEC, NIMS training records are not being compared and reconciled against county employee EDRP forms to monitor that the assigned employees are fulfilling training requirements such as submitting certificates.

The Emergency Program Coordinator and the TEC provided explanations for several of the discrepancies. Among those explanations were that staff was no longer employed by the County or by partner agencies; or that an individual's position was incorrect on a



form and needed to be corrected by EM staff.

We performed a reconciliation to cross-reference all EOC essential staff records with the EDRP forms to the Palm Beach County NIMS training folders on EM's SharePoint. Each staff should have a record. Out of a total 454 records reviewed, there were 217 (47%) discrepancies of various types. Out of 357 county employees listed as essential, 190 did not appear in NIMS.

The TEC said that they did not previously have folders in the database for some of the EOC essential personnel (such as those assigned to the Emergency Information Center), but that they have recently started adding folders for them to track training after the audit team reconciliation review. According to EM, the organization did not think to do a reconciliation to identify discrepancies. In addition, staff was unaware that some employees had not completed NIMS training.

#### Recommendation

3. **The Emergency Management Director should require staff to perform periodic reconciliations between the National Incident Management System training records to the Employee Disaster Response Program downloadable report to ensure accuracy of County employee information and disaster role training.**

#### Management Comments and Our Evaluation

In replying to a draft of this audit report, the Department Director concurred with the finding and recommendation #3. The Director stated that a new task had been assigned to the employee responsible for Training and Exercises to reconcile training records and employee contact information on a quarterly basis.

We believe the Director's actions are responsive to the finding and recommendation.

#### **Finding 2: User Access Control Needs Improvement**

Countywide PPM CW-O-059, entitled "*Information Technology Security Policy*", Section 5 Personnel Management states, "The department or agency shall immediately review access authorizations when employees are transferred or reassigned to other positions within the County, and initiate appropriate actions such as closing and establishing accounts and changing system access authorizations."

Countywide PPM CW-O-059, entitled "*Information Technology Security Policies*," states it is essential to "establish policies and procedures for departmental system access controls which are consistent with the County Security Policy," which includes action on users who are "transferred, terminated or otherwise impacted in a way which would change their system access privileges."

According to a report furnished by the County's Information Systems Services (ISS) Department on WebEOC access rights dated October 17, 2019, there were 13 users who still had access rights after they had been terminated. One user had access into the system 545 days after termination and four users had access between 300 to 400 days after termination. The EM Director informed us on November 20, 2019 that all 13 users had been deactivated from WebEOC.

We did not review employees outside of the Public Safety Department because EM does not have access to other employee's Human Resource profiles. Furthermore, we were unable to review audit logs for previous years to determine if issues were present in the past because EM does not keep records for more than one year.

According to the EM Senior Manager, employee's supervisors do not notify them of terminated users. She also indicated EM does not have a written PPM related to the periodic review of access rights.

### Recommendations

The Emergency Management Director should:

4. **Develop and document a systematic process to ensure that users' access/permissions upon**

**termination or reassignment are deactivated.**

5. **Work with the Human Resource Department and ISS to obtain termination or transfer notification for county employees with EDRP roles for the purpose of monitoring access rights of WebEOC users.**

### Management Comments and Our Evaluation

In replying to a draft of this audit report, the Department Director concurred with the finding and the recommendations.

As to Recommendation #4, the Director said the Division is currently receiving termination notices from the Human Resources Department (HR) for employees covered by the Employee Disaster Response Program (EDRP) and that the Division Director is updating a Standard Operating Guide (SOG) to reflect the deactivation process necessary.

As to Recommendation #5, the Director said that the Division receiving direct notification from HR on termination of County employees.

We believe these actions are responsive to the finding and the recommendations. We will verify during follow-up the timely removal of personnel from the emergency systems.

**AUDIT CONCLUSIONS**

As to Objective #1A, except for the issues discussed in Finding #1, the Emergency Management Director ensured all Division of Emergency Management staff, Emergency Operation Center personnel, and other partner response and recovery organizations obtained all the training that was required to prepare personnel to carry out their functions per the Multi-Year Training and Exercise Plan 2018-2021.

As to Objective #1B, the Emergency Management Director ensured that staff and personnel participated in exercises that were required to prepare personnel to carry out their functions per the Multi-Year Training and Exercise Plan 2018-2021 and per the Homeland Security Exercise and Evaluation Program

As to Objective #2, except for the issues discussed in Finding #2, the Emergency Management Director managed the access controls in WebEOC and SharePoint according to Countywide PPMs and COBIT Guidelines.

During the course of our fieldwork, we noted minor issues related to accuracy of emergency contact information for activation personnel and tracking suggestions for improvement following training and exercises. In our judgment, these issues did not rise to the level of an audit finding. We shared these issues and suggestions for improvement with Department management in our Management Letter. We do not conduct follow-up reviews on suggestions for improvement made in our Management Letters.

## BACKGROUND

The Emergency Management Division (EM), within the Public Safety Department, administers the coordination and effective response to disasters across multiple agencies and across multiple jurisdictions. EM coordinates County resources in the preparedness for, response to, recovery from, and mitigation against all hazards, natural or human-generated. According to EM, their primary services include:

- maintaining the Emergency Operations Center (EOC) and its staff's readiness for activation,
- managing the County Warning Point – EM's 24 hour per day communications center,
- conducting annual assessments of hazardous materials and critical facilities,
- providing public alerts, warnings, and after-hour emergency notification to County agencies,
- conducting training with Community Emergency Response Teams,
- coordinating EM plans, training and exercises, regulating countywide Emergency Medical Services activities, and

- maintaining the special needs registry and sheltering programs.

Palm Beach County (PBC) adopted the National Incident Management System (NIMS) as a framework in 2005 as the County's disaster management standard to facilitate effective and efficient coordination of disaster preparedness. NIMS defines preparedness as a "continuous cycle of planning, organizing, equipping, exercising, evaluating, and taking corrective action" in an effort to ensure effective coordination during an incident response. NIMS is the first-ever standardized approach to incident management and response. Developed by the Department of Homeland Security and released in March 2004, it establishes a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations.

EM addresses the overall training needs for the activation of the EOC. EM has two performance measures to help with preparedness – (1) Training and (2) Exercise.

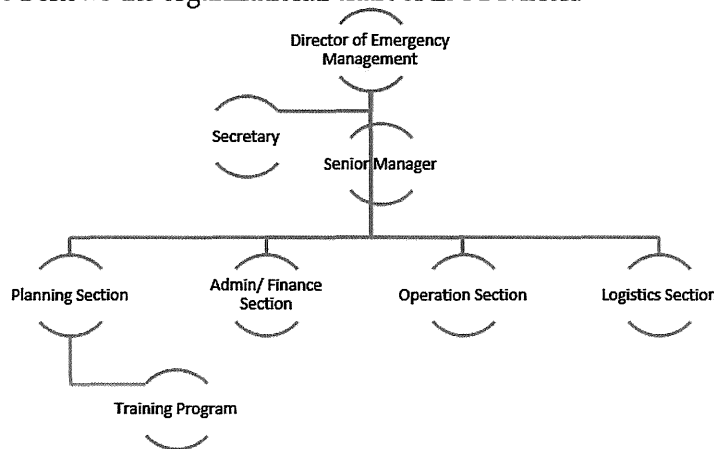
Table 1 - Performance Measures				
Objective: Maintain the Division's Multi-Year Training and Exercise Plan (MYTEP)				
Description	Actual FY 17	Estimated FY 18	Projected FY 19	Type
Number of trainings	27	29	33	Output
Number of exercises	7	7	8	Output

The Training & Exercise Coordinator (TEC) is the facilitator and subject matter expert in these areas in EM. His duties include assisting with coordinating, instructing, and training personnel on program related activities. The TEC is responsible for oversight and administration of the 2018-2021 Multi-year Training and Exercise Plan (MYTEP).

The 2018-2021 MYTEP serves as a strategic guide for EM staff and partner agencies to effectively respond to and

recover from incidents and disasters through recommended trainings and exercises that utilize an all-hazards approach. This plan supports Palm Beach County's *Comprehensive Emergency Management Plan (CEMP)* in its preparedness actions of coordinating an educational curriculum with the Florida Division of Emergency Management (FDEM) and partners from Region 7 (Palm Beach, Broward, Miami Dade, and Monroe counties). The TEC drafts the MYTEP program and the EM Division Director approves it.

Figure 1 shows the organizational chart of EM Division:



A. Training

EM conducts training online or in-person with an instructor. EM evaluates training effectiveness based on survey

instruments provided to students following class completion. Training opportunities are distributed via two forums:

1. A biweekly training announcement delivered electronically to EM stakeholders

such as staff, EOC personnel, and other partner response and recovery organizations.

2. Emergency management course announcements and registration in the FDEM online program and State Emergency Response Team Training Resource Activity Center.

## B. EXERCISES

Exercises are performed throughout the year to evaluate if emergency plans would be effective in the event of a County disaster or emergency. EM conducted hurricane exercises in 2018 and 2019. EM evaluates all exercises using the Homeland Security Exercise & Evaluation Program (HSEEP).

According to HSEEP, types of exercises include:

1. Seminars – generally orient participants to, or provide an overview of, authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas.
2. Workshops - Although similar to seminars, workshops differ in two important aspects: participant interaction is increased, and the focus is placed on achieving or building a product.
3. Tabletops (TTX) - is a meeting to discuss a simulated emergency situation. TTXs can range from basic to complex.
4. Functional Exercise (FE) - designed to validate and evaluate capabilities,

multiple functions and/or sub-functions, or interdependent groups of functions. FEs are typically focused on exercising plans, policies, and procedures.

5. Full Scale Exercise (FSE) - typically the most complex and resource-intensive type of exercise. FSE involves multiple agencies, organizations, and jurisdictions and validates many facets of preparedness.

Regarding exercises, EM evaluates the overall simulation, not the individuals participating in the exercise. Exercises play a vital role in local preparedness by enabling community stakeholders to test and validate plans and capabilities, and identify both capability gaps and areas for improvement. A well-designed exercise provides a low-risk environment to test capabilities, familiarize personnel with roles and responsibilities, and foster meaningful interaction and communication across organizations.

### Information Technology

Most of the utilization of information technology in the EM operations are in the following two applications - WebEOC and SharePoint.

WebEOC is the Crisis Information Management Software (CIMS) used by Palm Beach County to manage and coordinate information and resources during a disaster. WebEOC is a web-based information management system that provides a single access point for

the collection and distribution of emergency or event-related information. It allows users to log on from any computer connected to the Internet and does not require a user to be physically present at the EOC.

SharePoint is a web-based collaborative platform that integrates with Microsoft Office. EM uses SharePoint as the principal venue to track training certificates and emergency plans, policies, and procedures.

## AUDIT SCOPE AND METHODOLOGY

This audit was part of the 2019 annual audit plan as approved by the Audit Committee. The audit scope included training and exercises in FY 2018 and FY 2019 through July 31, 2019. Audit fieldwork was conducted at PBC EOC from May 2019 to October 2019.

We met with the Public Safety Department Director and Emergency Management Division Director to become familiar with the various functions performed for emergency management. We obtained and reviewed Departmental PPMs, as well as the EM's Standard Operating Procedures (SOPs). In addition, we interviewed management and staff involved in the training and activation functions. To meet our audit objective

for Training, we reviewed County related training plans, and selected samples for testing to verify applicable emergency personnel received and maintained required training certificates according to responsibilities, and to verify records were maintained. To meet our audit objective for Exercises, we determined if appropriate documentation was maintained, follow-up procedures were performed, and if EM established effective processes for identifying, prioritizing, and tracking after action report (AAR) items. To meet our audit objective for information technology, we performed a review of access controls in WebEOC and SharePoint according to Countywide PPMs and COBIT Guidelines.

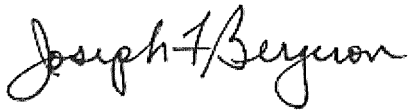
## MANAGEMENT AND AUDIT RESPONSIBILITIES

Management is responsible for establishing and maintaining effective internal controls to help ensure that appropriate goals and objectives are met; resources are used effectively, efficiently, and economically, and are safeguarded; laws and regulations are followed; and management and financial information is reliable and properly reported and retained.

Internal Audit is responsible for using professional judgment in establishing the scope and methodology of our work, determining the tests and procedures to

perform, conducting the work, and reporting the results.

We conducted this performance audit in accordance with generally accepted government auditing standards. These standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.



Joseph F. Bergeron, CPA, CIA, CGAP  
County Internal Auditor  
July 8, 2020  
W/P # 2019-06



ADMINISTRATIVE RESPONSE



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Official Electronic Letterhead

**DATE:** October 21, 2020

**TO:** Joseph F. Bergeron, County Internal Auditor

**THRU:** Stephanie Sejnoha, Director *Sejnoha*  
Public Safety Department

**FROM:** Bill Johnson, RN, Director *Bill Johnson RN*  
Division of Emergency Management

**RE: RESPONSE TO INTERNAL AUDIT DRAFT REPORT**

In response to the Final Draft Audit Report dated September 22, 2020, I concur with the findings and recommendations outlined by the Internal Auditor's report. Below, I present to you the Division's plan for implementing corrective actions to the conditions identified in the audit, as well as, a timetable for completion for each item.

Finding #1 indicated that "Training Documentation and Monitoring Needs Improvement." The recommendations made regarding how to correct this finding were:

1. Work with the County Administrator to develop a countywide policy requiring and authorizing appropriate training for all County employees with relevant disaster roles.
2. Create a central portal for receiving and maintaining training certificates.
3. The Emergency Management Director should require staff to perform periodic reconciliations between the National Incident Management System training records to the Employee Disaster Response Program downloadable report to ensure accuracy of County employee information and disaster role training.

I concur with these recommendations. The Division's plan for addressing these three (3) recommendations is as follows:

Finding #1:

1. A meeting was held on Wednesday, October 7, 2020, with County Administrator Baker, Deputy County Administrator Jon Van Arnam, Stephanie Sejnoha, Public Safety Department Director, and myself to discuss the current County ordinance (R-2005-1587) which adopted the National Incident Management System (NIMS) as the County's incident management system, and determine the best method to authorize and ensure current NIMS training for all applicable County Employees with a disaster-related role.

Memo to Joe Bergeron  
 October 21, 2020  
 Page 2 of 3

Administration agreed that pursuant to FEMA's National Incident Management System (NIMS) Training Program revised in May 2020, all incident personnel should complete two (2) basic on-line training courses (i.e., IS-100 and IS-700). Incident personnel is defined as any individual who has a role in disaster management or support, whether on-scene, or in an EOC. Therefore, NIMS applies to anyone that fills out a Daily Activity Record (DAR) for a disaster, and applies to all Department Essential, EOC Essential or Disaster Essential personnel (i.e., service agent, field worker, and team leader) which is approximately 6,000 staff. Due to the impact of this new requirement on all Department operations, we will work with the State to modify the training course and significantly condense the time to accommodate County staff.

**Timetable:** Nearly complete. Administration felt that no policy is needed at this time. The County will follow the existing 2020 NIMS guidance. The Division will work to ensure compliance using existing mechanisms such as EM TEAM meetings, e-mail campaigns, training announcements, training instructional guides, etc. Additionally, the Division will work to develop more effective processes with inter-department concurrence such as ISS and Human Resources (e.g., TED, modifying orientation programs, job descriptions, etc.).

2. The Division submitted a Project Tracking System (PTS) request (#111935) to the County's Information Systems Services (ISS) Department requesting them to develop a generic e-mail address (i.e., [TrainingCertificates@pbcgov.org](mailto:TrainingCertificates@pbcgov.org)) to assist the Division in tracking training certificates. Training certificates will continue to be stored in DEM's SharePoint site. Additional information will be forthcoming on this new training program as we work through the details and process.

**Timetable:** Completed. The PTS has been completed by ISS and the e-mail address (i.e., [TrainingCertificates@pbcgov.org](mailto:TrainingCertificates@pbcgov.org)) is operational.

3. A new task has been added to the role of the Special Projects Coordinator – Planning (Training & Exercise), requiring a quarterly reconciliation of these records to identify who is being newly assigned, as well as, who has left County employment, and adjusting the training records database accordingly. Reconciliations have already been completed for quarters two (2) and three (3) of calendar year 2020.

**Timetable:** Completed.

Finding #2 stated "User Access Control Needs Improvement." Recommendations for corrective action made were regarding user access to WebEOC:

1. Develop and document a systematic process to ensure that users' access/permissions upon termination or reassignment are deactivated.
2. Work with the Human Resource Department and ISS to obtain termination or transfer notification for County employees with EDRP roles for the purpose of monitoring access rights of WebEOC® users.

Memo to Joe Bergeron  
October 21, 2020  
Page 3 of 3

In this day-and-age of intense cybersecurity concerns, I concur with the recommendations in Finding #2. The Division's plan for addressing these two (2) recommendations is as follows:

1. The Division's Emergency Program Coordinator-Logistics receives direct notification from the Human Resources Department regarding the termination of any County employee's employment as part of the Employee Disaster Response Program (EDRP). The Emergency Program Coordinator-Logistics immediately notifies the WebEOC® Administrator to deactivate the employee's WebEOC account. The DEM WebEOC® Administrator is currently revision the Division's *FA-012 – WebEOC® User's Standard Operating Guide (SOG)* to reflect the deactivation process outlined above.

**Timetable:** The DEM SOG *FA-012 – WebEOC® User's SOG* will be revised by November 1, 2020.

2. As noted above, the Division receives direct notification from the Human Resources Department regarding the termination of any County employee's employment.

**Timetable:** Completed.

With full cooperation of the multiple County departments involved in implementing these recommendations, I fully expect that all items should be able to be addressed by next hurricane season.

If I can be of further assistance, please do not hesitate to ask.

Thank you for your time, efforts, and consideration.