

NORTHWEST LOUISIANA DEVELOPMENTAL CENTER  
OFFICE FOR CITIZENS WITH  
DEVELOPMENTAL DISABILITIES  
DEPARTMENT OF HEALTH AND HOSPITALS  
STATE OF LOUISIANA



---

PROCEDURAL REPORT  
ISSUED MARCH 22, 2006

---

**LEGISLATIVE AUDITOR  
1600 NORTH THIRD STREET  
POST OFFICE BOX 94397  
BATON ROUGE, LOUISIANA 70804-9397**

**LEGISLATIVE AUDIT ADVISORY COUNCIL**

SENATOR J. "TOM" SCHEDLER, CHAIRMAN  
REPRESENTATIVE CEDRIC RICHMOND, VICE CHAIRMAN

SENATOR ROBERT J. BARHAM  
SENATOR WILLIE L. MOUNT  
SENATOR EDWIN R. MURRAY  
SENATOR BEN W. NEVERS, SR.  
REPRESENTATIVE RICK FARRAR  
REPRESENTATIVE HENRY W. "TANK" POWELL  
REPRESENTATIVE T. TAYLOR TOWNSEND  
REPRESENTATIVE WARREN J. TRICHE, JR.

**LEGISLATIVE AUDITOR**

STEVE J. THERIOT, CPA

**DIRECTOR OF FINANCIAL AUDIT**

THOMAS H. COLE, CPA

Under the provisions of state law, this report is a public document. A copy of this report has been submitted to the Governor, to the Attorney General, and to other public officials as required by state law. A copy of this report has been made available for public inspection at the Baton Rouge office of the Legislative Auditor and at the office of the parish clerk of court.

This document is produced by the Legislative Auditor, State of Louisiana, Post Office Box 94397, Baton Rouge, Louisiana 70804-9397 in accordance with Louisiana Revised Statute 24:513. Six copies of this public document were produced at an approximate cost of \$14.28. This material was produced in accordance with the standards for state agencies established pursuant to R.S. 43:31. This report is available on the Legislative Auditor's Web site at [www.la.state.la.us](http://www.la.state.la.us). When contacting the office, you may refer to Agency ID No. 3498 or Report ID No. 06300914 for additional information.

In compliance with the Americans With Disabilities Act, if you need special assistance relative to this document, or any documents of the Legislative Auditor, please contact Wayne "Skip" Irwin, Director of Administration, at 225/339-3800.



STEVE J. THERIOT, CPA  
LEGISLATIVE AUDITOR

OFFICE OF  
**LEGISLATIVE AUDITOR**  
STATE OF LOUISIANA  
BATON ROUGE, LOUISIANA 70804-9397

1600 NORTH THIRD STREET  
POST OFFICE BOX 94397  
TELEPHONE: (225) 339-3800  
FACSIMILE: (225) 339-3870

March 8, 2006

**NORTHWEST LOUISIANA DEVELOPMENTAL CENTER  
OFFICE FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES  
DEPARTMENT OF HEALTH AND HOSPITALS  
STATE OF LOUISIANA  
Bossier City, Louisiana**

As required by Louisiana Revised Statute 24:513, we conducted certain procedures at the Northwest Louisiana Developmental Center (Center). Our procedures included (1) a review of the Center's internal controls; (2) tests of financial transactions for the period from July 1, 2004, through March 8, 2006; and (3) tests of adherence to applicable laws, regulations, policies, and procedures governing financial activities for the period from July 1, 2004, through March 8, 2006. Our procedures were more limited than would be necessary to give an opinion on internal control and on compliance with laws, regulations, policies, and procedures governing financial activities.

Specifically, we interviewed management personnel and selected Center personnel and evaluated selected documents, files, reports, systems, procedures, and policies, as we considered necessary. After analyzing the data, we developed recommendations for improvement. We then discussed our findings and recommendations with appropriate management personnel before submitting this written report.

The Annual Fiscal Report of the Northwest Louisiana Developmental Center was not audited or reviewed by us, and, accordingly, we do not express an opinion on that report. The Center's accounts are an integral part of the State of Louisiana's financial statements, upon which the Louisiana Legislative Auditor expresses opinions.

Based on the application of the procedures referred to previously, all significant findings are included in this report for management's consideration.

**Lack of a Disaster Recovery/Business Continuity Plan**

Northwest Louisiana Developmental Center does not have a disaster recovery/business continuity plan to ensure that all data and system processes can be recovered after a disaster. A formal disaster recovery/business continuity plan should exist for the timely restoration of all critical entity operations in the event that normal data processing facilities are unavailable for an extended period of time. In addition, the Office of Information Technology Policy Number 11 requires state entities to develop, test, and maintain disaster recovery and business continuity plans designed to ensure the availability of mission-critical services and functions in the event of a disaster or

unscheduled event that would impact the agency's information technology (IT) and telecommunications systems.

An adequate disaster recovery/business continuity plan should include, at a minimum, the following:

- Providing a written functional plan that will allow for continued operation of critical IT services in the event of an unexpected interruption
- Routinely backing up data files, computer programs, and critical documents to be stored offsite and having access to a remote facility which has the same operating systems as the Center so that data can be processed and operations can continue with minimal disruption of services
- Adequately training staff and other users of the system so they understand their responsibilities in case of emergencies
- Providing a schedule for testing the plan to ensure it works as intended

A review of the Center's controls revealed that it has not developed a formal disaster recovery/business continuity plan for its material and supply inventory system or its client account system. The material and supply inventory system had receipts and issues of \$635,486 and \$573,825, respectively, for fiscal year ended June 30, 2005, and \$273,230 and \$277,600, respectively, as of December 31, 2005. The client account system had deposits and withdrawals of \$642,926 and \$643,018, respectively, for fiscal year ended June 30, 2005, and \$328,901 and \$320,528, respectively, as of December 31, 2005.

Management of the Center indicated that it believes that its informal policies and procedures would provide adequate coverage in the event of a disaster. Failure to develop and implement a formal disaster recovery/business continuity plan for all systems increases the risk that in the event of a disaster, there will be an untimely or excessive delay in processing critical data and that critical data may be lost.

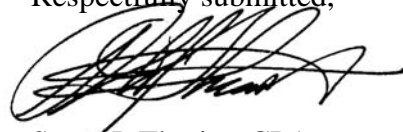
Northwest Louisiana Developmental Center management should develop and implement a formal comprehensive disaster recovery/business continuity plan for all system processes that allows critical operations to be reestablished and data to be restored from an alternative location within an acceptable time frame should a disaster occur. The plan should be tested periodically and updated as necessary to ensure that it continues to meet the Center's needs. Management concurred with the finding and recommendations and outlined a plan of corrective action (see Appendix A).

The recommendations in this report represent, in our judgment, those most likely to bring about beneficial improvements to the operations of the Center. The varying nature of the recommendations, their implementation costs, and their potential impact on the operations of the Center should be considered in reaching decisions on courses of action. The finding, which

relates to the Center's compliance with the Office of Information Technology's regulations should be addressed immediately by management.

This report is intended solely for the information and use of the Center and its management and is not intended to be, and should not be, used by anyone other than these specified parties. Under Louisiana Revised Statute 24:513, this report is distributed by the Legislative Auditor as a public document.

Respectfully submitted,



Steve J. Theriot, CPA  
Legislative Auditor

RLA:WJR:THC:ss

[NWLDC06]

This page is intentionally blank.

Management's Corrective Action  
Plan and Response to the  
Finding and Recommendations

---





Kathleen Babineaux Blanco  
GOVERNOR

STATE OF LOUISIANA  
DEPARTMENT OF HEALTH AND HOSPITALS



Frederick P. Cerise  
M.D., M.P.H.  
SECRETARY

February 17, 2006

Mr. Steve Theriot, CPA, Legislative Auditor  
P.O. Box 94397  
Baton Rouge, LA 70804-9397

Re: Single Audit Finding – Lack of a Disaster  
Recovery/Business Continuity Plan

Dear Mr. Theriot:

Northwest Louisiana Developmental Center concurs with the above referenced audit finding. As of this date, John Oliver, Business Administrator, in coordination with our IT department has prepared a draft Disaster Recovery/Business Continuity Plan.

The draft plan addresses all responsibilities outlined in IT-POL-11. Final revisions should be accomplished and the plan implemented on an agency-wide basis no later than March 31, 2006.

Sincerely,

David W. Colvin  
Administrator

LEGISLATIVE AUDITOR RESPONSE-2006.001