

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



PROCEDURAL REPORT
ISSUED MARCH 29, 2006

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March 15, 2006

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

Ruston, Louisiana

As required by Louisiana Revised Statute (R.S.) 24:513, we conducted certain procedures at the Ruston Developmental 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 15, 2006; (3) tests of adherence to applicable laws, regulations, policies, and procedures governing financial activities for the period from July 1, 2004, through March 15, 2006; and (4) a review of compliance with prior report recommendations. 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 Reports of the Ruston Developmental Center were not audited or reviewed by us, and, accordingly, we do not express an opinion on these reports. The center's accounts, under the Office for Citizens with Developmental Disabilities, Department of Health and Hospitals, are an integral part of the State of Louisiana's financial statements, upon which the Louisiana Legislative Auditor expresses opinions.

In our prior report on the Ruston Developmental Center, dated January 24, 2003, we reported findings relating to the center's failure to submit a document retention schedule to State Archives and the misappropriation of client funds. These findings have been substantially resolved by management.

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

Ruston 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 and 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 patient account system. The material and supply inventory system had receipts and issues of \$293,144 and \$288,472, respectively, for fiscal year ended June 30, 2005, and \$210,030 and \$144,764, respectively, as of December 31, 2005. The dietary inventory system had receipts and issues of \$52,613 and \$57,374, respectively, as of December 31, 2005. The patient account system had deposits and withdrawals of \$455,150 and \$505,820, respectively, for fiscal year ended June 30, 2005, and \$195,642 and \$211,449, respectively, as of December 31, 2005.

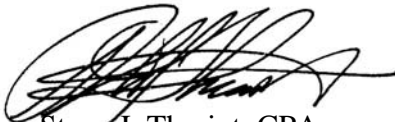
Management of the center indicated that it was unaware of the necessity for developing a disaster recovery/business continuity plan. Failure to develop and implement a disaster recovery and business continuity plan for all systems increases the risk that in the event of a disaster, there will be an untimely or excessive delay in processing critical data and that critical data may be lost.

Ruston Developmental Center management should develop and implement a 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

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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 23, 2006

Mr. Steve J. Theriot, CPA
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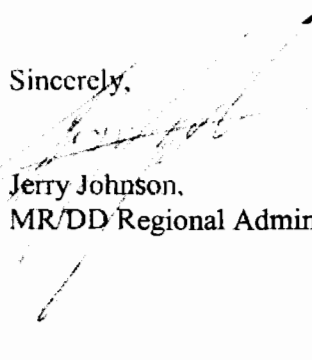
Dear Mr. Theriot:

We have reviewed the reportable audit finding, **lack of a disaster recovery and business continuity plan**, for Ruston Developmental Center, and we concur with the finding. The contact persons responsible for the corrective action plan are Bill Moore, IT Technical Support Analyst 2, and Janet Robinson, Director of Administrative Services.

Our corrective action plan will be for RDC's IT staff person to develop a software program that will automatically copy the data files each night from the network server to the designated computer at another facility. The required personal computer could be housed at Northwest Developmental Center, or Pinecrest Developmental Center. This process would allow the agency to retrieve the data at the designated site, in the event of an unexpected interruption, and to continue operations with a minimum delay in services to be provided. The agency's anticipated completion date for this corrective action plan is May 15, 2006.

If additional information is required, please feel free to contact me at (318)247-4212, or email me at jwjohnson@dhh.la.gov.

Sincerely,


Jerry Johnson,
MR/DD Regional Administrator

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