

CHARACTERISTIC: Secure: Enhanced internal controls, audit trails, and fraud detection and prevention alerts.													
Benefits by Administration	ASA	CO	CSMA	DVDS	EO	FMS	HR	ITS	IA	LES/SIU	LLS	MCTS	TSA
Alerts will be built into the system to send a message to management any time an employee touches a customer record that has the same last name as the employee, an employee's record is accessed, multiple inquiries for customers with the same last name, etc. to detect fraud as it occurs.			X	X	X	X			X	X		X	
Potential use of biometric technology to support facial and fingerprinting to prevent fraud, replace PIN numbers, etc. will allow staff to efficiently access customer records and necessary systems and prevent unauthorized access. It will also streamline the document verifier and management approval processes by eliminating the current paper processes.			X	X	X				X	X		X	
A mechanism will be put in place to prevent customer record changes after document verifier and/or management approval has been given via fingerprint scan or other biometric method.			X	X						X		X	
Management will be able to review transaction logs directly from their desktop to identify every component of the transaction and the employee that conducted the transaction. Automation of the end-of-day transaction/accountability reviews will substantially shorten the timeframe for identifying errors and inconsistencies, as well as reduce human errors in the review process.			X	X	X	X			X	X		X	
Supervisors will need to be accessible so that they can respond quickly when transactions being processed are "suspended" for supervisory review.			X	X	X	X				X		X	
Security level access administration and maintenance requirements may require policy, procedural, or staff changes to support the new environment.			X	X	X	X		X				X	
Enhanced controls, audit trails, fraud detection, prevention alerts, and the ability to monitor such will enhance effectiveness and efficiency. Rather than exploring transaction by transaction, we can run test data to determine whether the controls that have been put in place are working as intended and have not been					X				X	X			

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Security clearance (state and/or federal) criteria will be incorporated to allow access to records/files and to support maintenance for designated staff.				X				X		X			
Many documents prepared for the Governor and the Secretary of Transportation on legislation and policy issues are considered confidential Governor's working papers. The security of these documents is critical, and the new system will have the ability to restrict access and release of the documents.					X	X					X		
Employees will no longer need to manage log-on ID's and passwords for 7 different systems, greatly simplifying maintenance, reducing the need for password resets as well as the associated unproductive time, and increasing system security as the need to write down IDs and passwords is diminished.			X	X	X	X			X	X		X	
Management staff will receive electronic fraud alerts and transaction exception reports allowing staff to research and take appropriate action as needed in a timely fashion.			X	X	X	X			X	X		X	
The ability to flag a customer account to prevent a transaction from occurring with a built in alert to notify law enforcement if a customer is in a specific CSC attempting to process a transaction will assist in the prevention of fraud or criminal activity.			X	X	X					X		X	
Use agreement customer profiles will enable us to track every customer record the use agreement customer has accessed.				X	X					X			