Review of the last 13 months

- **Aug–Sept 2024:** Clerical error and their source identified; 1.4 million records reviewed; Staff training and system updates implemented; Governor directives

- **October:** Policy error discovered; After Action Report issued; Governor pauses OMV data transfer; Governor and SOS call for independent audit of OMV; Additional system updates

- **Nov–Dec:** First monthly report – Zero new errors; Data Maturity Report issued

- **January 2025:** Voter Registration Integrity Analyst

- **February:** Deloitte Data Integrity Report; OMV data transfer resumes upon Governor's order

- **March–April:** Additional controls put in place by request of SOS; DMV met with Clerks – quarterly check-ins established

- **May–August:** Second quarterly check-in with Clerks; Eight Clerks visited their local DMV

- **July:** DAS released OMV Audit

- **August:** 11th monthly report with zero errors in sampling of new OMV files

Key Audit Conclusions for DMV

- Processes and internal controls have been established around areas of previously identified errors and are generally effective
- Strengths:
  - Proactive approach to program oversight
  - Culture of continuous improvement
  - Commitment to accountability, transparency, ongoing service enhancement
  - Technologies supporting the program are appropriately configured, effectively leverage automation, adequately secured to protect data
- Primary issue: Legacy Data (acknowledged issue since late 2024)

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Audit Recommendations and Actions

Finding 1: Controls for Legacy Citizenship Records

Develop and implement a formal plan to address legacy data concerns for AVR. (For one of thirty-five sampled transactions, records and documentation provided for the audit did not indicate proof documents had been presented by the customer to support US citizenship status.)

- Action Plan: DMV will develop a formal plan—in collaboration with SOS—using information from a national data best practices working group to evaluate the risk of potential errors in legacy records and account for this issue. The plan may include changes to statute, rule, the ODOT/SOS agreement, and related technology.

- The completion date reflects the date by which a plan, including implementation timeline, will be developed.

- *Estimated Completion Date: December 2025*

Audit Recommendations and Actions

- **Finding 2: Form 173DP and OLIVR Review Controls**
  Recommended to have a sign-off to evidence that the 173DP review was completed.
  ☑ *Completed August 2025*

- **Finding 3: Policy Evaluation and Legislative Monitoring**
  Recommended to have documentation of internal policy review/updates and to create a centralized tracking mechanism for federal issues impacting OMV.
  Estimated completion: November 2025

- **Finding 4: Training Policy and Administration**
  Recommended to implement a formal policy around OMV training requirements.
  ☑ *Completed August 2025*

- **Finding 5: Issue Escalation Process**
  Recommended to create a formal, centralized process for escalating significant issues or errors.
  ☑ *Completed September 2025*

Audit Recommendations and Actions

- **Finding 6: Signature File Transfer Documentation**
  Outbound time data for three (3) of thirty-five (35) signature files could not be verified due to unavailable system records.
  ☑ *Completed August 2025*

- **Finding 7: Failure Notification Tracking**
  Recommended that DMV and SOS maintain formal mechanisms to track and document system-generated failure notifications.
  ☑ *Completed September 2025*
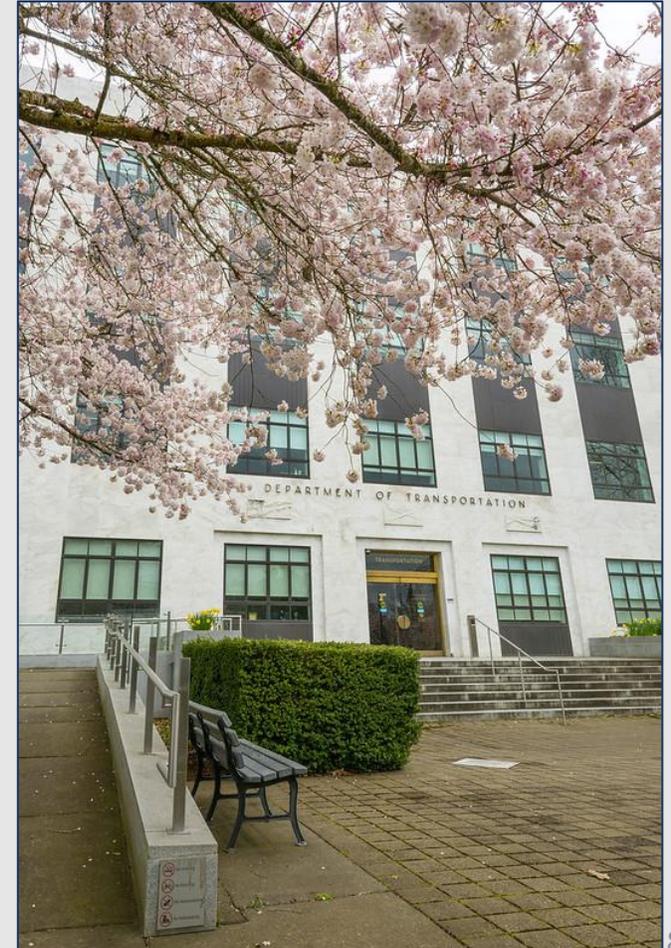
- **Finding 8: User and Admin Access Reviews**
  Recommended that DMV perform regular access reviews for OMV system and for MOVEit administrative users.
  ☑ *Completed July 2025*

Recommended Action Item	Status
1.1 Address Legacy Records	On track
2.1 173DP and OLIVR Review Completion	Complete
2.2 Quality Review of Controls	Complete
3.1 Policy Review Cycle	Complete
3.2 Change Tracking for OMV Policies	Complete
3.3 Track Federal Activity	On track
4.1 OMV Training Requirements	Complete
5.1 Policy For Issue/Error Escalation	Complete
5.2 Consolidated Issue/Error Log	Complete
6.1 Policy for File Transfers	Complete
6.2 Outbound Transfer Logs	Complete
7.1 Mechanisms to Document Errors	Complete
7.2 Failure Notifications	Complete
7.3 Assess Failure Logs	Complete
7.4 Failure Notification Resolution	Complete
8.1 Administrative User Evaluation Policy	Complete
8.3 Remove Redundant User Groups	Complete

Next Steps

- Continue aggressively implementing changes based on the Baker Tilly audit

- Continue monitoring and reporting of historical data errors, collaborating with SOS on potential solutions for legacy data

- Continue implementing improvements and updating trainings for DMV staff

- Continue sampling data monthly

- Participate in RAC organized by SOS

- First Annual review panel with Secretary of State and ODOT/DMV – October 2025

Questions?