

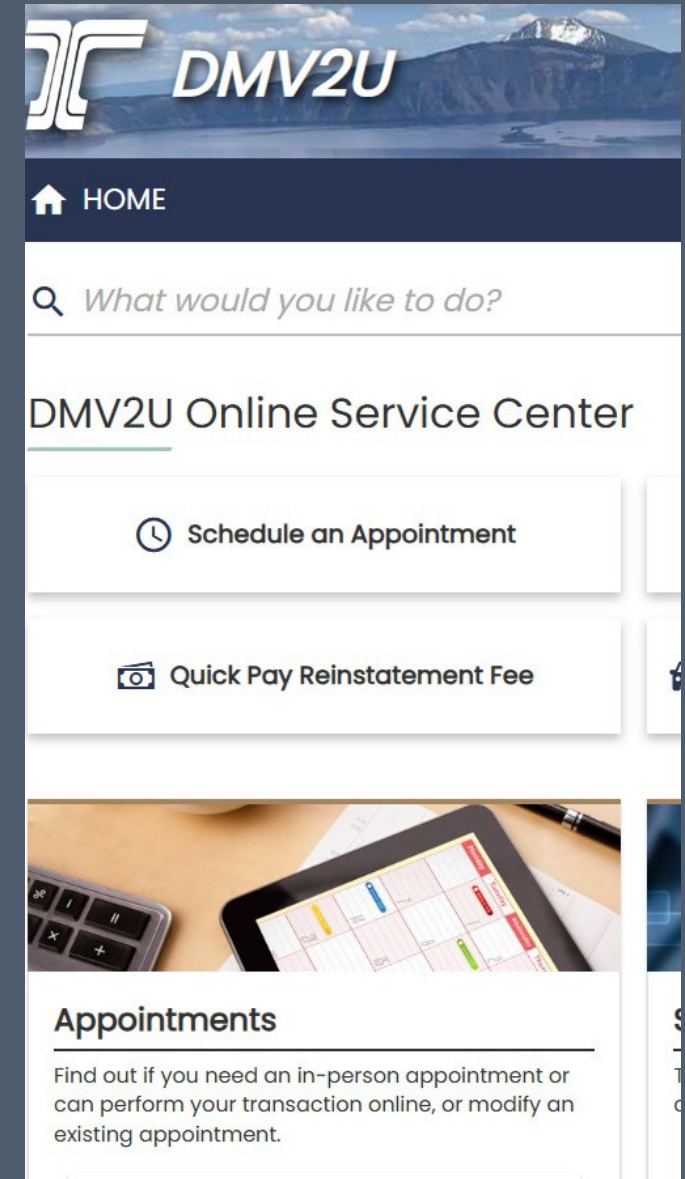
Licensing and Registration System Accurately Assesses and Collects Fees, but Security Processes Need Improvement

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Why This Audit Matters

- The Oregon Driver and Motor Vehicle (DMV) Services Division serves **over 8,000 customers daily** and **2 million annually**.
- The **Oregon License Issuance and Vehicle Registration** system (**OLIVR**) replaced a legacy system from the 1960s.
- OLIVR enables real-time data access, improving efficiency for DMV partners like law enforcement.
- Since OLIVR was implemented in 2019, DMV **expanded online services from 3 to 22**.



Audit Objectives and Scope

Audit Objectives:

Our objectives for this audit included evaluating:

- The completeness, accuracy, and validity of OLIVR transactions during input, processing, and output;
- System security controls;
- Change management controls; and
- Whether web content is accessible to individuals with disabilities or to non-English speakers.

Audit Scope:

Our scope for the audit, relating to IT transaction controls, focused on financial transactions processed within OLIVR during fiscal year 2023.

Findings: System Strengths

1

Accurate Fee Assessment & Collection

OLIVR correctly calculates fees for driver licenses, vehicle registrations, and other transactions.

2

Reliable Financial Transfers

OLIVR securely transfers data to ODOT's accounting system.

3

Controlled Change Management

System updates and modifications follow strict protocols to ensure changes to computer code are appropriately controlled and implemented.

Findings: Areas for Improvement

Accessibility Gaps in Public Web Portal (DMV2U)

- Lack of multi-language support and accessibility features for visually impaired users.

Security Weaknesses

- User account management issues, including delayed removal of inactive users.
- Inadequate security risk assessments and missing detailed security policies.
- Insufficient password parameters that did not meet state IT security standards.

Recommendations

Accessibility Improvements

1. Enhance DMV2U Language Support

- Integrate language translation services optimized for mobile and desktop users.

2. Improve Website Accessibility

- Implement alt-text for graphics and shading for required fields.

3. Include More Diverse User Testing

- Ensure future usability studies involve non-English speakers and users with disabilities.

Recommendations

Security Enhancements

1. Strengthen User Account Management Controls
 - Develop enhanced procedures for user account management.
 - Establish routine access reviews and timely removal of inactive users.
2. Upgrade Security Risk Management
 - Develop a formal OLIVR Application Security Plan.
 - Update OLIVR related security policies and procedures.
 - Conduct periodic security risk assessments to proactively identify vulnerabilities.
3. Ensure Compliance with IT Standards
 - Enforce statewide IT security controls, including stronger password policies.
 - File exceptions with the state when standards cannot be met.

Recommendations	Target Completion Date
Include a more diverse user group for future usability studies, including non-English speakers, and those with disabilities, to ensure online services are more accessible to all customers.	May 25, 2023
Ensure password parameters meet Statewide Information Technology Control Standards.	August 1, 2024
When Statewide Information Technology Control Standards cannot be implemented, ensure appropriate exception documentation is filed with Enterprise Information Services per statewide policy.	November 30, 2024
Develop an Application Security Plan specific to OLIVR.	April 1, 2025
Perform periodic risk assessments of the OLIVR application.	July 1, 2025
Create, document, and implement policies, processes, and procedures for user account management.	July 31, 2025
Update related security policies and procedures for the OLIVR application, including documenting separation of duties and identification of sensitive transactions.	September 1, 2025
Develop alt-text and other accessibility features into DMV2U.	September 30, 2025
Integrate language translation services into the DMV2U public portal.	March 31, 2026

Questions?

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