

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

General Implementation Note from the Facilities Management Division

FMD Security has developed Standard Operating Procedures to support the transition to CCURE and the County's updated access control and credentialing process. These SOPs establish the intended framework for access requests, approvals, modifications, removals, audits, credential replacement, temporary access, contractor access, and related security controls.

Because CCURE implementation and related entrance/access technologies are still being installed and configured across the Courthouse Complex, the SOPs will continue to be refined as final technology workflows are confirmed. FMD Security is currently applying the applicable portions of these processes using the technology and reporting tools available today. The Safety Building conversion is expected to be completed by the second week of July 2026, and the Criminal Justice Facility conversion is scheduled for mid-August 2026. SOP language will be revised and updated once the remaining technology is installed, configured, and validated so the documented procedures accurately match the operational workflow.

Open Recommendations

Recommendation #8	
Recommendation - August 2024 <i>Facilities update its AMOP and Procedural manual to include clear direction for non-County access keycard holders such as State employees when access keycards should be terminated.</i>	
Also see Recommendations 9 and 10 of County IDs Status Report.	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current - June 2026	DAS – Facilities Management Division Update: This recommendation has been substantially addressed through FMD's current SOPs. The SOPs establish the intended process for requesting, approving, modifying, and removing physical access privileges. Completion of the ongoing upgrades to the CCURE Access Request Portal will further improve this process. In the current established practice, FMD is using the available manual and system-supported processes to remove access when access is no longer appropriate. The SOPs require departments to submit access removal requests when employment terminates, contract work concludes, an employee transfers departments, or access is no longer required. The SOPs also authorize the Security Department to immediately deactivate credentials when necessary to protect County facilities,

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	personnel, or assets. These provisions address when non-County access should be removed, including contractors, vendors, temporary staff, interns, and other non-employee users who no longer have a business need for access. Expected Completion: 3rd Quarter 2026.
Dec 2025	DAS – Facilities Management Division Update: 1. FMD is currently in progress on this recommendation. In March 2025, FMD submitted updates to AMOP 14.02 to address this requirement. After reviewing County policy files, FMD determined that the updated version has not yet been posted on the portal. FMD will follow up to ensure the revised AMOP 14.02 is properly reflected on the portal. Once the updated policy is published, this recommendation will be complete. Expected Completion: January 2026
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will develop and document a formal policy outlining the deactivation process for non-County keycard holders, such as state employees. This policy cannot be finalized until C-Cure 9000 is fully operational, as the system’s capabilities will determine how non-County access is managed and tracked. Once C-Cure is in place, we will update AMOP 14.02 to include clear guidelines for when and how non-County access should be terminated, ensuring consistency across all departments. Expected Completion: September 2025.
Audit response – August 2024	Facilities Management will develop and document a formal policy and procedures for the deactivation of access for non-County access keycard holders such as state employees and will update AMOP 14.02 to include this requirement.

Recommendation #11	
Recommendation - August 2024 <i>Facilities add written policies and procedures on Time & Material contracts to specify what reasons are valid when a contract is extended beyond the current three-year limit along with any required documentation. In addition, clarify what documentation is required when a price increase occurs.</i>	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current – June 2026	DAS – Facilities Management Division Update: This recommendation remains in progress. FMD has not yet completed the formal update to its internal procedures for Time and Material contract extensions or documentation requirements for price adjustments.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	FMD will review this item once the Courthouse Complex access control project is complete and the related CCURE processes are fully implemented. At that time, FMD will update its procedures to define valid reasons for extending a Time and Material contract beyond the current three-year limit and identify the documentation required to support those extensions. FMD will also clarify what documentation is required when a price increase occurs, including any required vendor documentation, FMD review, and Procurement or contract amendment approval. Expected Completion: 4th Quarter 2026.
Dec 2025	DAS – Facilities Management Division Update: 1. FMD has not yet begun the formal update to its internal policies regarding Time and Material (T&M) contract extensions or documentation requirements for price adjustments. The development of this policy is dependent on the full implementation of the Ccure system, as contract extensions and scope changes may directly impact contractor access levels, credential expiration cycles, and the process used to assign or modify permissions. A comprehensive policy cannot be completed until Ccure is fully operational and the system’s capabilities can be evaluated in relation to contract-driven access needs. Once the entire campus has transitioned to Ccure access, FMD will be able to determine how the system supports tracking, documenting, and reconciling contract extensions and associated access changes. Work on the policy will begin following full campus cutover. Expected Completion: 2nd Quarter 2026
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will update its internal policy regarding Time & Material (T&M) contracts to clearly define the valid reasons for extending a contract beyond the current three-year limit and specify the required documentation for such extensions. Additionally, the policy will outline the necessary documentation when a price increase occurs. However, this policy update cannot be finalized until C-Cure 9000 is fully operational, as system capabilities may impact how contract extensions and associated access changes are managed. Once C-Cure is in place, we will ensure that the updated policy aligns with the system’s functionality to maintain proper oversight of contract-related access. Expected Completion: September 2025.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

Audit response – August 2024	Facilities Management will update its internal policy on T&M contracting by or before year-end 2024 to update procedures to specify what reasons are valid when a contract is extended beyond the current three-year limit along with any required documentation. In addition, the policy will clarify what documentation is required when a price increase occurs.
------------------------------	---

Newly Closed Recommendations

Recommendation #1	
Recommendation - August 2024 <i>Facilities update its internal Procedures Manual related to keycard replacement to direct staff to terminate the old keycard that is being replaced within its keycard database.</i> Also see Recommendation 6 of County IDs Status Report.	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current - June 2026	DAS – Facilities Management Division Update: This recommendation has been substantially implemented for the Historic Courthouse through the transition from the legacy INET keycard system to the CCURE 9000 system. The Historic Courthouse has been fully converted to CCURE, and the legacy INET cards no longer function on Historic Courthouse readers. As part of the current credentialing process, replacement credentials are managed directly within the new system, CCURE, and staff are required to either collect the existing badge or confirm that the badge has been reported lost before issuing a replacement credential. This process is intended to prevent multiple active credentials from remaining in circulation for the same individual. This specific replacement and deactivation process has been added to FMD Security's SOPs. Once finalized, FMD staff will follow those documented steps when issuing replacement credentials, and FMD will ask other CCURE users to follow the same or a substantially similar process. Expected Completion: Complete
Dec 2025	DAS – Facilities Management Division Update: 1. The Facilities Management Division (FMD) and The Information Management Services Division (IMSD) have completed meetings with all departments in the

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	Courthouse Complex to confirm access needs and build the correct access levels for each workgroup. All employees have been verified and entered into the Ccure 9000 system. The cutover is underway specifically for the Historic Courthouse, where Floors 5, 6, and 7 are fully converted and the remaining floors are actively transitioning. Once the Historic Courthouse transition is complete, Ccure will be activated for the building and all INET cards will no longer function on those readers. In addition, we are focusing on replacing the current readers in the Safety Building. This work is expected to follow the Historic Courthouse transition, with projected completion in second quarter 2026. Expected Completion (Historic Courthouse): February 2026 Expected Completion (Safety Building Reader Replacement): Second quarter 2026 2. New internal procedures will be included in the Security Operation Center's SOPs and will be released in February 2026. It should be noted that employees and contractors must turn in their current badge to receive a replacement or report their badge missing to their supervisor before a new badge is issued. Without one of these two conditions, a replacement badge will not be created. Expected Completion: February 2026
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) and IMSD are partnering with all courthouse departments to confirm both badge access needs and verify that all listed employees in Dayforce are active employees. Once all employee data is confirmed, we will begin transferring all active employee access data into the C-Cure 9000 system and issue new access cards to all employees. This transition will make all current INET badges invalid, preventing their use on badge readers. Due to the need to coordinate with every department before the transition, the project timeline will be extended to March 2025. <u>It should be noted that the current security technology upgrades were funded through an ARPA Project.</u> Expected Completion: August 2025.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	2. The implementation of new procedures on AMOP 14.02 has been postponed until after C-Cure is fully installed due to two key issues. One of the two computers operating the current system has failed and cannot be repaired, leaving only one functioning computer, which is experiencing issues loading everything needed. Additionally, to avoid creating temporary processes specific to INET that would then need to be completely overhauled for C-Cure, we have decided to delay implementation until the new system is in place. Expected Completion: August 2025.
Audit response – August 2024	1. Facilities Management is in the process of installing a new access control system (trade name C-Cure 9000) that will automatically deactivate old keycards once a replacement is issued. 2. Facilities Management will also update AMOP 14.02 by or before year-end 2024 to update procedures to include clear, step-by-step instructions for staff on how to deactivate old keycards. This will include screenshots, flowcharts, or other visual aids to ensure staff can follow the process easily and accurately. We will conduct training sessions for all relevant staff on the new procedures for keycard replacement and deactivation. The revised procedure will also include regular audits conducted to ensure compliance with these updated procedures.

Recommendation #2	
Recommendation – August 2024 <i>Facilities conduct a review at least semi-annually of all keycards to determine if duplicate keycards exist within the system and deactivate keycards as necessary.</i> Also see Recommendations 4 and 5 of County IDs Status Report.	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current - June 2026	DAS – Facilities Management Division Update: This recommendation has been partially implemented and is addressed in FMD’s current SOPs, including the bi-annual access audit process. In early 2026, FMD Security completed a review of Courthouse access records by comparing available Power BI data against current access records. In addition to the Power BI review, FMD Security sent departmental rosters to individual department leaders and requested confirmation that the listed employees were accurate and continued to require access. This provided both a system-based review and a department-level validation of employee access.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	This recommendation is also directly supported by the functionality now available in the new system, CCURE. FMD Security can view all active and associated credentials within an individual's profile, which allows staff to identify multiple cards assigned to the same person. As part of the current credential replacement process, previous cards are deactivated before a new active card is issued. This directly addresses the audit concern that duplicate or replacement cards could remain active in the system. FMD Security is currently conducting these reviews using the technology and reporting tools available at this stage of the CCURE transition. As additional buildings are converted, FMD will expand the review process to include those areas and apply the same duplicate-card review and deactivation expectations. Consistent with the General Implementation Note, the SOPs will be updated as needed once remaining technology is installed, configured, and validated. Expected Completion: Complete
Dec 2025	DAS – Facilities Management Division Update: 1. Facilities continues to prepare for the automated credential review features that will be available in the Ccure 9000 system. These capabilities will be fully utilized once all courthouse campus employees have received their new Ccure ID cards and their profiles are established within the system, which is estimated to be completed by March 2026. In the interim, FMD conducts weekly reviews of all terminations using Power BI reports and cross-references these lists with the INet system to ensure separated employees are promptly deactivated. A semi-annual audit process has also been developed and is included in the SOC Standard Operating Procedures, scheduled for release in January 2026. This formal audit will begin once all campus employees have their new Ccure credentials and can be accurately audited within the system. Expected Completion: January 2026 for SOP release; March 2026 for full Ccure ID issuance
February 2025	DAS – Facilities Management Division Update: 1. The Facilities Management Division (FMD) is implementing the C-Cure 9000 system, which will include an automated process to regularly scan the keycard database for duplicate entries. The software will flag potential duplicates for review and, when applicable, automatically deactivate redundant keycards. This feature will streamline the identification and removal of unauthorized or duplicate access cards, ensuring tighter access control measures.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	Expected Completion: August 2025. 2. Once C-Cure 9000 is fully implemented and all new access cards are administered, we will update AMOP 14.02 with a formalized audit process for reviewing keycards. This step cannot be completed until we fully understand how this function operates within C-Cure, as the audit process will rely on utilizing the software to conduct these reviews. The audit framework will be designed to ensure compliance and proper access management across all departments. Expected Completion: September 2025
Audit response – August 2024	1. Facilities Management is in the process of installing a new access control system (trade name C-Cure 9000) that will scan the keycard database for duplicates on a regular basis. The software can flag duplicate entries for review and automatically deactivate any keycards identified as duplicates. 2. Facilities Management will also update AMOP 14.02 by or before year-end 2024 to update procedures to establish a schedule for annual manual reviews by dedicated staff. These reviews should involve cross-referencing keycard records with employee and contractor databases to ensure no duplicates are present.

Recommendation #6	
Recommendation - August 2024 <i>Facilities should develop written policies and procedures to conduct an annual review of active keycards to active employees within the County's payroll system and a review by each department of keycards issued with their approval.</i> Also see Recommendations 4 and 5 of County IDs Status Report.	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current - June 2026	DAS – Facilities Management Division Update: This recommendation has been partially implemented and is addressed in FMD's current SOPs, including the bi-annual access audit process. In early 2026, FMD Security completed a review of Courthouse access records by comparing available Power BI records against current access records. As part of this review, FMD Security also sent employee rosters to individual department leaders and requested confirmation that the employees listed were accurate and continued to require access. This provided both a system-based review and a department-level validation of employee access.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	This review process supports the recommendation by requiring active access records to be compared against available employee data and confirmed by department leadership. It also creates a department-level accountability step by requiring leaders to validate that the individuals listed still require access based on their current role or operational need. FMD Security is currently conducting these reviews using the technology and reporting tools available at this stage of the CCURE transition. As additional buildings are converted, FMD will expand the review process to include those areas and apply the same department-level access validation expectations. Consistent with the General Implementation Note, final SOP updates will be made once remaining technology is installed, configured, and validated. Expected Completion: Complete
Dec 2025	DAS – Facilities Management Division Update: 1. The formal written annual review process is still dependent on CCure integration across the complex. While a full annual review has not yet been completed, CCure now allows FMD to pull current employee rosters directly from Dayforce for comparison with departmental staffing lists. This allows FMD to compare active employee lists to departmental staffing lists and prepare for accurate badge audits once the system is fully integrated. FMD began its annual contractor audit in early December. Early audit work is being completed using iNet data where appropriate. Full implementation of the annual review process will occur once all employees receive their new access cards Expected Completion: March 2026
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will develop and document a formal policy requiring an annual review of all active keycards to ensure access records remain accurate. This policy will mandate that each department verifies and approves the continued access of their employees and contractors. However, this review process cannot be finalized until C-Cure 9000 is fully operational, as the system’s capabilities will dictate how keycard audits are conducted. Once C-Cure is in place, we will design the review process to align with its reporting and auditing functions, ensuring an efficient and enforceable keycard management system. These audits will be conducted annually each December, starting in 2025, to ensure all access records are reviewed before the new year. Expected Completion: November 2025.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

Audit response – August 2024	Facilities Management will develop and document a formal policy that mandates an annual review of all active keycards and will update AMOP 14.02 to include this requirement. This policy should detail the responsibilities of each department in verifying the status of keycards issued to their employees. This process will require each department to affirm each and every active keycard they have approved and issued and will deactivate any not confirmed valid. This review will annually verify that all keycards are accounted for and that they have been issued appropriately.
------------------------------	--

Recommendation #7	
Recommendation - August 2024 <i>Facilities should add specific written policies and procedures on the deactivation of access keycards upon the termination of County programs or buildings.</i> Also see Recommendations 4 and 5 of County IDs Status Report.	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current – June 2026	DAS – Facilities Management Division Update: This recommendation has been addressed. FMD’s current SOPs establish the intended process for requesting, approving, modifying, and removing physical access privileges. Completion of the ongoing upgrades to the CCURE Access Request Portal will further streamline this process. In the current established practice, FMD is using the available manual and system-supported processes to remove access when access is no longer appropriate. The SOPs require departments to submit access removal requests when employment terminates, contract work concludes, an employee transfers departments, or access is no longer required. The SOPs also authorize the Security Department to immediately deactivate credentials when necessary to protect County facilities, personnel, or assets. These provisions address the need for a documented process to remove access when access is no longer appropriate, including situations where a program ends, contract work concludes, staffing changes occur, or a facility/building access need changes. Consistent with the General Implementation Note, FMD is applying this process with current technology and will update the SOPs as remaining technology is installed, configured, and validated. Expected Completion: Complete

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728
Status Report Date: June 2026

Audit Issued: August 2024
Department: DAS – Facilities Management Division

Dec 2025	DAS – Facilities Management Division Update: 1. FMD has not yet developed the full policy for access deactivation during program terminations or building closures, as this work is dependent on CCure becoming operational. CCure functionality is required to properly design and document how access removals are processed, verified, and tracked across all facilities. FMD has created a badge request and termination form that will support this process. Once CCure is in place, this form will be incorporated into a standardized checklist and notification workflow to ensure that all relevant departments are informed when a program ends or a building closes, and that keycard access is deactivated accordingly. Expected Completion: June 2026
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will develop and document a formal policy for the deactivation of access keycards when a County program is terminated or a building is closed. This policy cannot be finalized until C-Cure 9000 is fully operational, as the system's functionalities will determine how access removals are processed and tracked. Once C-Cure is in place, we will create a standardized checklist and notification process to ensure that all relevant departments are informed of program terminations or building closures, and that keycard access is deactivated accordingly. Expected Completion: August 2025.
Audit response – August 2024	Facilities Management will develop and document a formal policy and procedures for the deactivation of access keycards when a County program is terminated or a building is closed and will update AMOP 14.02 to include this requirement. This policy will create a standardized checklist to be used during the closure of any County program or building and establish a clear communication protocol to ensure that all relevant departments are informed of program terminations or building closures.

Recommendation #9	
Recommendation - August 2024 <i>Facilities should develop written policies and procedures to conduct a periodic monitoring process to determine keycards that should be deactivated within the system that are from the DA, Public Defender, and Chief Judge's Office along with elected judges and other judicial staff.</i> Also see Recommendation 11 of County IDs Status Report.	
Deadlines Established Y/N?	Y

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

Date	Management Comments:
Current – June 2026	DAS – Facilities Management Division Update: This recommendation has been completed. FMD has completed new CCURE credentials for judicial staff and the District Attorney’s Office. Prior to issuing credentials, FMD worked with department leadership to confirm employee lists and validate that access was appropriate. These groups now have defined profiles/partitions within CCURE, which allows access to be reviewed and audited in a more structured manner than was available in the legacy system. FMD has also identified points of contact for these entities to support ongoing communication regarding staffing changes, access modifications, and access removal needs. This provides a direct coordination path for the District Attorney’s Office, Public Defender’s Office, Chief Judge’s Office, elected judges, and other judicial staff when access needs change or when access should be removed. FMD will continue using this process as part of its ongoing access management responsibilities. Access issued to these groups can now be periodically reviewed through the established CCURE structure and coordinated directly with the identified department contacts. Expected Completion: Complete
Dec 2025	DAS – Facilities Management Division Update: 1. FMD has completed new Ccure badges for all judicial staff and for the District Attorney’s Office. Each department head confirmed their employee lists prior to badge issuance, ensuring accuracy during the transition. These departments now have their own partitions within the Ccure system, which allows access to be audited and reviewed in the same manner that employee access will be reviewed, which is annually. Points of contact have been identified for each of these entities, and FMD will work with them to confirm continued access needs or remove access when staff changes occur. The written monitoring and deactivation process will be included in the updated SOC Standard Operating Procedures, which will be released in February 2026. Expected Completion: February 2026
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will develop and document a formal policy for the periodic review and deactivation of access keycards assigned to judicial staff, including employees from the District Attorney’s Office, Public Defender’s Office, Chief Judge’s Office, elected judges, and other judicial personnel. This policy cannot be finalized until C-

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	Cure 9000 is fully operational, as the system’s capabilities will determine how keycard reviews are conducted and tracked. Once C-Cure is in place, we will establish a structured review process in collaboration with judicial offices to ensure timely updates to access permissions. Expected Completion: September 2025.
Audit response – August 2024	Facilities Management will develop and document a formal policy and procedures for the deactivation of access for non-County access keycard holders such as state employees and will update AMOP 14.02 to include this requirement. We will develop a coordination protocol with the judicial offices to ensure timely communication regarding any changes in staff or access needs. This includes creating a liaison role or committee that meets regularly to discuss keycard management and address any issues promptly.

Recommendation #10	
Recommendation - August 2024 <i>Facilities develop written policies and procedures to conduct a review of keycards within its permanent database to determine if contractor keycards are in the database and should be moved to the temporary database.</i> Also see Recommendation 11 of County IDs Status Report.	
Deadlines Established Y/N?	Y
Date	Management Comments:
Current – June 2026	DAS – Facilities Management Division Update: This recommendation has been completed. The prior distinction between temporary and permanent contractor keycard status no longer exists in the new CCURE system. Contractor credentials are no longer treated as permanent or indefinite access. All contractor badges and associated access are limited to one year by default. A shorter access period may be assigned when appropriate based on the nature of the work, project duration, or operational need. Once the one-year period expires, FMD Security must receive confirmation from the responsible department before contractor access is extended. This process addresses the audit concern that contractor access should not remain active indefinitely or be treated as permanent access when ongoing access has not been reviewed. FMD will continue applying the one-year default expiration and

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	department-confirmed extension process as part of its ongoing contractor access management. Expected Completion- Completed
Dec 2025	DAS – Facilities Management Division Update: 1. FMD is currently reviewing and updating contractor keycard processes. All contractors are now required to renew their ID yearly, which ensures each contractor is audited annually. Contractor badges are issued with a one-year expiration date that is automatically applied within Ccure and printed on the card, supporting accurate tracking and reducing long-term active contractor credentials. While the formal written process for contractor keycard classification will be finalized as part of the SOPs once Ccure is fully integrated, FMD is already building the necessary profiles within the system. Because these profiles are already being established, full systemwide integration is not required to complete this portion of the work Completed: October 2025
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will develop and implement a process to review all contractor keycards and ensure they are correctly categorized within the keycard database. This process will involve determining whether contractor keycards should remain in the permanent database or be transitioned to a temporary database for better tracking and access control. However, this review process cannot be finalized until C-Cure 9000 is fully operational, as its system capabilities will dictate how contractor keycard management is structured. Once C-Cure is in place, we will establish a formal process for auditing contractor keycards and ensuring proper categorization and deactivation as necessary. Expected Completion: September 2025
Audit response – August 2024	1. Facilities Management is in the process of installing a new access control system (trade name C-Cure 9000) that will establish a clear segmentation within the keycard management system to distinguish between permanent and temporary keycards. We will ensure that contractor keycards are categorized correctly and moved to the temporary database when necessary. 2. Facilities Management will also update AMOP 14.02 by or before year-end 2024 to update procedures to include clear, step-by-step instructions for staff on how to classify, segment, audit and deactivate contractor and other temporary keycards.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

Previously Closed Recommendations

Recommendation #3	
Recommendation - August 2024 <i>Facilities conduct an immediate review of current active keycards to determine which keycards should no longer be active and then deactivate the keycards.</i>	
Deadlines Established Y/N?	Y
Date	Management Comments:
Dec 2025	DAS – Facilities Management Division Update: 1. In March 2025, FMD reviewed the existing INet profile list and identified several operational issues within the legacy system. Individuals assigned to multiple access groups appeared multiple times in the report, creating the inaccurate impression that they held multiple active badges, even though most possessed only one card. Additional duplicate entries were identified due to name or title changes. A more significant issue was discovered in how the Sheriff's INet system communicated with FMD's INet records, where deactivations completed by the Sheriff's Office did not consistently update within FMD's system. To address this, the Sheriff's Office reviewed its roster to confirm active personnel, and FMD subsequently deactivated accounts based on that updated information. Previous access badges have been deactivated to the fullest extent possible using the capabilities of the legacy INet technology. A formal protocol for immediate deactivation will be included in the SOC Standard Operating Procedures, scheduled for completion and approval in January 2026, and will be carried out within the Ccure system moving forward. Completed: June 2025
February 2025	DAS – Facilities Management Division Update: 1. The INET system has experienced critical failures that have made it difficult to keep running and have caused issues with retrieving data. Due to these challenges, we have been unable to effectively utilize the system to extract keycard records for review. As a result, we will rely on the C-Cure 9000 onboarding process to deactivate all INET cards, providing us with a clean slate to ensure that only authorized individuals receive new access credentials. Expected Completion: August 2025. 2. A formal protocol for the immediate deactivation of keycards will be developed for AMOP 14.02, once we have full access to and knowledge of the C-Cure 9000 system. This will allow us to properly design and implement a process that aligns

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	with the system’s capabilities, ensuring an efficient and accurate method for managing access control. Expected Completion: September 2025.
Audit response – August 2024	1. Facilities Management will conduct a full audit of all active keycards immediately. This involves cross-referencing the keycard database with current employee and contractor records to identify keycards that should be deactivated. Any discrepancies found will be addressed promptly by contacting departments and managers to confirm that individuals with active keycards are still employed or contracted. We will deactivate keycards for individuals who are no longer associated with the organization. 2. Facilities Management will also update AMOP 14.02 to create a clear protocol for the immediate deactivation of keycards identified as no longer needed. This protocol should include steps for notifying relevant personnel, updating the keycard management system, and physically retrieving deactivated keycards if necessary.

Recommendation #4	
Recommendation – August 2024 <i>Facilities pursue the addition of the County issued employee number onto its Card Access Request Form and enter this information into the individual’s record within their keycard access system. An identifier for non-County employee keycards should also be implemented to assist in tracking of non-employee keycards for responsible departments.</i>	
Deadlines Established Y/N?	Y
Date	Management Comments:
Dec 2025	DAS – Facilities Management Division Update: 1. Employee badge records have been fully integrated with Dayforce. All County-issued employee numbers are now automatically imported into Ccure 9000 and are listed in the employee information fields. This ensures each employee access record is tied directly to a verified and current employee number without manual entry. Completed: April 2025 2. Contractor badges have been updated to include the contractor’s name, their company, and the Milwaukee County department responsible for that contract.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

	These identifiers are now consistently applied to all contractor badges and are stored within Ccure 9000 for accurate tracking and management. Completed- April 2025
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will update AMOP 14.02 to require a County-issued employee number on the Card Access Request Form. This adjustment will ensure that all keycards issued are properly linked to an employee record, improving tracking and accountability. However, this policy update cannot be finalized until C-Cure 9000 is fully operational, as the process must align with the new system’s capabilities. Once C-Cure is in place, we will review its functionalities and adjust policies accordingly. Expected Completion: September 2025. 2. A unique identifier system for non-County employees, including contractors and vendors, will be developed and incorporated into C-Cure 9000. This system will allow us to distinguish between full-time employees and external personnel while maintaining strict access control measures. As with the employee number requirement, this identifier system will be configured once C-Cure is operational to ensure compatibility with the software. Expected Completion: September 2025
Audit response – August 2024	1. Facilities Management will also update AMOP 14.02 to update the Card Access Request Form to include a mandatory field for the County-issued employee number. Ensure that this number is entered into the keycard access system when a new keycard is issued or an existing one is updated. This will help in easily identifying and managing keycards issued to County employees. We will also Implement a unique identifier system for non-County employees (e.g., contractors, vendors). 2. Facilities will update the keycard management system to accommodate these new fields and ensure the system can generate reports that include these identifiers for better tracking and auditing. If the current software proves incapable, we will include this requirement in the replacement C-Cure system implementation.

Recommendation #5

Recommendation – August 2024

Facilities should work with the Department of Human Resources to update the form contained in AMOP 02.03.07 to instruct departments to return collected keycards from separating employee to Facilities.

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate

File Number: 24-728

Audit Issued: August 2024

Status Report Date: June 2026

Department: DAS – Facilities Management Division

Deadlines Established Y/N?	
	N
Date	Management Comments:
Dec 2025	DAS – Facilities Management Division Update: 1. In October 2025, the recommended changes to AMOP 02.03.07 were completed to ensure that departments return collected keycards from separating employees to Facilities. This requirement is now part of the standard offboarding process. Completed: October 2025
February 2025	DAS – Facilities Management Division Update: 1. Facilities Management Division (FMD) will collaborate with the Department of Human Resources to update AMOP 02.03.07, ensuring that the form includes clear instructions for departments to return collected keycards when an employee separates from the organization. This revision cannot be finalized until C-Cure 9000 is fully implemented, as the keycard return process must align with the system’s deactivation capabilities. Once C-Cure is operational, we will integrate the keycard return process into the employee offboarding checklist, ensuring that all separating employees return their keycards before their last working day, with FMD verifying deactivation within the C-Cure system. Expected Completion: September 2025.
Audit response – August 2024	Facilities will advise the Human Resources department and suggest revision of their AMOP 02.03.07 form to include clear instructions for departments to return collected keycards to Facilities when an employee separates from the organization. Ensure the updated form highlights this step prominently. Facilities will collaborate with the HR department as needed to integrate the keycard return process into the employee offboarding checklist. The goal is to ensure that returning keycards becomes a standard procedure when employees leave the organization.