


MEMORANDUM OF TRANSMITTAL



To: Roberto Lopez, Chief Information Officer

From: George J. McGowan, CPA
Director, Office of Audit Services and Management Support 

Dates: September 30, 2025

Subject: Audit - IT Asset Management: Computer Decommissioning (Report No. 25-10)

The Office of Audit Services and Management Support (ASMS) performed an audit of the controls over the decommissioning and destruction of Orlando Police Department (OPD) GETAC computers. The audit objectives were to ensure that the Information Technology (IT) Department GETAC decommissioning and destruction process is compliant with the Criminal Justice Information Services (CJIS) Security Policy. We worked with the Security, Project Management and Service Desk sections of IT to complete this audit.

The scope of this audit focused on the CJIS security controls in place for decommissioning and destruction of the 812 OPD GETAC computers.

IT initiated the project on June 20, 2025. Beginning that date and continuing every Friday through the scheduled destruction date of August 21, 2025, IT worked with OPD to inventory and decommission the GETAC laptops. We learned that OPD is responsible for retrieving laptops from the officers, documenting each return, and delivering the devices to IT. Upon receipt, IT transferred the GETAC devices to the IT Synergy Room, where IT staff removed the hard drives and SIM cards. Once removed, the components were wiped and securely stored in the IT Vault pending destruction. Then, the GETAC hard drives would be destroyed by JQ Recycling, a certified CJIS-compliant vendor. The SIM cards would be destroyed by the IT Service Desk.

On June 27, 2025, ASMS accompanied IT staff to OPD Headquarters to observe the retrieval and decommissioning process. ASMS verified the controls over the physical storage of the GETAC devices and witnessed the handover of the devices from OPD to IT. ASMS then returned to the IT location at City Hall, where we observed the removal and labeling of the hard drives and SIM cards from the devices and their storage in the secure IT Vault. Subsequently, on August 21, 2025, ASMS accompanied IT personnel to the IT Vault to retrieve the hard drives and oversee the on-site destruction by the certified vendor.

Controls Reviewed During the Audit

The audit included a review of the following CJIS (Criminal Justice Information Service) controls:

- Policies and Procedures: We reviewed the IT Policy Narrative titled “IT OPD GETAC Replacement and Disposal – SR 1770504” along with the associated process flow. Based on our review, the policies and procedures are CJIS compliant.

- Security Training: CJIS training is conducted annually through nexTEST or CJIS Online, the latter is provided by Florida Department of Law Enforcement (FDLE). OPD tracks and maintains training records for all employees to ensure compliance. Additionally, the IT Security Compliance Manager and an Information Security Officer serve as Local Agency Security Officers (LASOs). Their training is administered through OPD and completed annually.
- Access Controls: 1) GETAC devices are securely stored in a locked office at OPD Headquarters. The reception area is restricted to authorized personnel only. 2) Access to the IT Synergy Room and the IT Vault is controlled via a cyber-key system with permission-based access. Only IT Security personnel are granted access to the IT Vault.
- Vendor CJIS Compliance: We verified that the vendor, JQ Recycling, is CJIS compliant.

As the project is still ongoing, a completeness review was conducted to ensure the number of OPD GETAC devices scheduled for destruction agreed to the number of devices that were destroyed as of 8/21/25. While 812 devices were documented as provided to IT by OPD, a total of 1,335 hard drives were destroyed—resulting in an overage of 523 units. IT's Client & Portfolio Services Manager stated that the difference was due to operational activities carried out by the Security team which is unrelated to this initiative. We are satisfied that all the GETAC devices hard drives have been properly decommissioned and destroyed.

Conclusion

Based on our observation and the documentation provided, we believe that IT is compliant with CJIS procedures regarding the decommissioning and destruction of the GETAC devices gathered by IT on June 27, 2025. We have no actionable observations or recommendations.

We would like to commend the management and staff of IT for their professionalism and cooperation during this audit.

c: Michelle McCrimmon, Chief Financial Officer
 Jody Litchford, Deputy City Attorney
 Joneshia N. Bethea, Deputy Chief Information Officer
 Raymond J. Chase, Information Security & Compliance Manager