



**Audit of
Kronos Workforce Management
August 22, 2020**

By Onondaga County Comptroller Martin D. Masterpole

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SECTION I

BACKGROUND AND EXECUTIVE SUMMARY

Background

Kronos Workforce Management (Kronos) is software from Kronos Inc. that is licensed by Onondaga County primarily for the purpose of creating employee schedules, tracking employee attendance and administering employee absence and leave time. Kronos is connected to the County payroll system (Genesys) and via that connection they interface with one another. On a regular basis Kronos will receive data from Genesys and at other times will pass data back. In short, Kronos tracks employee time worked while Genesys tracks employee accrual balance and stores demographic information. Oversight of both Kronos and Genesys is a shared endeavor between the County Personnel and Information Technology (IT) Departments with input and assistance from County departments.

Upon hire, all new Onondaga County employees are added to Kronos by the Personnel Department. The time worked by an employee is entered into Kronos either by an employee swiping their I.D. badge through a Kronos-specific building time clock or by using a system called Timestamp from their office computer at their desk. Sometimes, if an employee is out of the building, they use a (phone-based) system called Teletime to clock in and out for the day. Whatever method is used, Kronos records and calculates their time worked and provides that data to Genesys.

When an employee forgets to swipe their I. D. badge, doesn't use the Timestamp option or did not call in using Teletime, a manual adjustment must be made in their Kronos account. This ensures that the employee is paid correctly, that their overtime is applied properly, that the correct amount of compensatory time is accrued, etc. The County employs thousands of employees at multiple locations so manual time adjustments have to be made regularly. These adjustments are not done by the employee. Rather they're typically made by a person in each department designated as a payroll clerk. In some departments this may be someone whose formal title is "Payroll Clerk" and in others it's someone with a different title and responsibilities that has some of the added responsibilities of what a formal Payroll Clerk does. To perform manual adjustments in Kronos requires a higher, more enhanced level of access.

In order to receive this higher level of access, someone other than the employee has to request it for them by submitting a Kronos Access Form (see Section IV – Exhibits). The form can be found in the Personnel Department's portion of the County's Intranet and is submitted electronically

Once a Kronos Access Form is submitted, it's directed to an Enterprise Design Specialist (EDS) in the IT Department, the Director of Payroll Operations in Personnel and three other IT employees. The employee access level in Kronos is approved and edited either by the Director of Payroll Operations or by the EDS.

Two documents/forms are used when someone in a department requests enhanced access. Both appear to be for internal use by IT. The first is called a Kronos Access Procedures Form (See Section IV – Exhibits). It contains a six step “checklist” for what steps are to be taken when an Access Request Form is electronically submitted. The second item is called an Incident Handling Procedure Form (See Section IV – Exhibits) and appears to be for the purpose of having an IT staff member document a user issue and then assigning an IT staff member for handling.

Each County department has at least one Payroll Clerk or someone with another title performing those duties. Some have only one. There is no County policy that mandates a department have more than one payroll clerk. Consequently, in departments where there is only one payroll clerk, there is no segregation of duties and those employees are reviewing, editing and approving their own pay codes, leave accruals and overtime.

Executive Summary

The audit of Kronos System revealed the following:

- There is no clear, complete, written policy or process for adding and terminating enhanced Kronos access.
- Some employees have been given the ability to edit their own time records and some have done so.
- Departments have not implemented controls to review employees with self-editing capabilities.
- Enhanced access was granted from requests received from other than an appropriate department administrator.
- Documentation and tracking of which County employees have (or have had) enhanced access in Kronos is not comprehensive and/or up-to-date.

Recommendations:

Kronos directly interfaces with the County payroll system and thereby creates an elevated level of risk. Because of this, we recommend the following:

- *County administrators should develop a written set of policies and guidelines for use by all parties with responsibilities for any level of Kronos oversight and coordination. Such a resource should include, but not be limited to:*
 - *A description of the circumstances and process under which any employee can be granted enhanced access to Kronos or have it removed.*
 - *A description/list of who is authorized to request enhanced access for an employee.*
 - *A description/list of who is authorized to grant or remove enhanced access to an employee.*
 - *A description of how the approval for enhanced access in Kronos is communicated to departments/employees.*
 - *A description of a system for documenting and retaining accurate, up-to-date records of which employees in County departments have enhanced Kronos access.*
- *County administrators should develop and implement procedures to ensure employees cannot edit their own timecards, pay codes, or approval of overtime.*
- *County administrators should develop an internal oversight process in order to help ensure the critical adjustments and changes to employees' time cards are accurate and appropriate.*
- *County administrators should institute a policy that all departments have more than one payroll clerk. Having more than one alleviates the issue of any one person being granted access to adjust their own timecards, pay codes or approving their own overtime.*
- *County administrators should include in this policy the level at which requests can be made to request enhanced access for employees within a department such as but not limited to, Deputy Commissioner or Commissioner or their designee.*
- *The Access Request Form should be updated and include the following:*
 - *the name and title of the person who is requesting enhanced access for another employee*
 - *the type of enhanced access being requested and reason for the request*
 - *the type of enhanced access actually granted*

- *the name and title of the person approving the enhanced access request*
- *the name and title of the person who enters the changes in Kronos*

All documentation for requests should be kept on file for future internal review and audit purposes.

- *County administrators should create a policy that designates a specific individual or individuals as the sole party for approving enhanced access and making changes in Kronos.*
- *County administrators should review and update the Kronos Access Levels and Descriptions document so as to ensure that each description accurately depicts what access is authorized.*

SECTION II

SCOPE AND METHODOLOGY

Scope and Objectives

The scope of this audit was the process, procedures and oversight of how enhanced access to the County's Kronos Workforce Management system is given to County employees.

The objectives for this audit were to determine:

- If there are appropriate internal controls in place to set up, terminate, and monitor Kronos access.
- If proper oversight exists over the granting of Kronos access rights.

Methodology

In order to complete our objectives we:

- Interviewed the Enterprise Design Specialist (EDS) in the IT Department who is the current Kronos systems administrator.
- Interviewed the Director of Payroll Operations of the Personnel Department.
- Reviewed IT Department's "Kronos Access Procedures" form updated October 31, 2019, and "Incident Handling Procedures" form updated June 22, 2016.
- Reviewed the online Kronos Access Request form.
- Reviewed the two Kronos user manuals on the County Personnel Intranet website.
- Reviewed a list of 946 County employees that have any kind of enhanced access in Kronos above the basic employee level.
- Inquired of eight (8) County departments that had employees with enhanced rights that had edited their own time timecards, pay codes and overtime.

SECTION III

FINDINGS AND RECOMMENDATIONS

Current Practices

The current Kronos system administrator (Administrator) is an Enterprise Design Specialist working in the County IT Department. They have been in place since December 2016 and the position's responsibilities include the oversight of Kronos as well as several others. The Kronos oversight component of the position comes with "OS – Super" level access (see Kronos Access Levels and Descriptions document in Section IV), which allows the Administrator to access profiles having all permissions and to configure Kronos applications.

While other IT employees and/or the Director of Payroll Operations of the Personnel Department can act as Administrator and receive and process requests, in most cases the Administrator receives the Kronos access request form when it is submitted via the County intranet, reviews it, and enters the information into Kronos that authorizes the employee the requested higher access. The Administrator stated there are times when he is unsure whether he should accept the access request and enter the information into Kronos to grant the higher level of access. When that happens, he indicated he consults with his manager or other higher level IT person on what to do and gets direction from them on how to handle the request.

The IT Department has forms for requesting Kronos access and for handling incidents related to Kronos but, there is no written policy or set of procedures for adding or removing an employee's enhanced access in Kronos. The Administrator indicated that he did not receive any written policy or procedures related to Kronos when he took over 3.5 years ago from a predecessor. The Administrator also indicated if there are any questions related to an access request, he verbally asks his supervisor or other higher level IT manager for guidance. The verbal discussion is not documented.

- A. We noted there was not a set of written policies and guidelines for use by all parties with responsibilities for any level of Kronos oversight and coordination.
- B. We noted there is not a requirement regarding the authoritative level needed to request enhanced Kronos access. In two instances, an administrative assistant requested the enhanced access and in another, a secretary requested enhanced access for an employee still in the process of transferring into their department. In one case, the person requesting enhanced access for a new hire in their department was not listed in the "All Employees" list of Onondaga County employees in Genesys.

Recommendations:

- *County administrators should develop a written set of policies and guidelines for use by all parties with responsibilities for any level of Kronos oversight and coordination. Such a resource should include, but not be limited to:*
 - *A description of the circumstances and process under which any employee can be granted enhanced access to Kronos or have it removed.*
 - *A description/list of who is authorized to request enhanced access for an employee.*
 - *A description/list of who is authorized to grant or remove enhanced access to an employee.*
 - *A description of how the approval for enhanced access in Kronos is communicated to departments/employees.*
 - *A description of a system for documenting and retaining accurate, up-to-date records of which employees in County departments have enhanced Kronos access.*

Segregation of Duties

Kronos has 21 levels of enhanced access above the basic employee level for swiping in and out. 946 County employees currently have some type of enhanced access. Of those, 439 have a level of enhanced access that allows them to manually adjust entries.

- C. Of the 439 employees with access that allows them to edit entries, we noted 65 with a level of enhanced access that allows them to edit their own manually-entered in and out badge swipes, their pay codes (time off), and approve their own overtime. This represents a lack of segregation of duties and a weakness in internal control. The general rule should be that no one person can control enough of any transaction so an error or irregularity could occur, and during their normal course of duties, they could hide or falsify the transaction and conceal the errors to avoid detection.

During the audit, it was found that between January 1, 2018 and November 8, 2019 of the 65 employees with enhanced access/functionality allowing them to edit their own entries, 29 had done so by editing their own timecard, pay codes and/or approved their own overtime. Details of those edits include:

- 3/29 employees edited only their own timecards

- 3/29 employees edited their only own pay codes
- 23/29 employees edited both their own timecards and their pay codes
- 8/29 employees approved some or all of their own overtime

The overtime that the eight employees approved for themselves at their rates of pay totaled over \$10,000 for 2018 and over \$6,000 for January 1, 2019 through November 8, 2019. Three of the eight employees moved some of their own overtime from CTE 1.5 (regular compensatory time) to Federal Labor Standards Act (FLSA) CTE.

We contacted each of the eight departments and inquired if they had alternate staff and processes for approving and monitoring overtime in Kronos for the employees who could make adjustments to ensure they are accurate and appropriate. We received answers from five of the departments. All five indicated that they did not have an alternate system for approving or reviewing overtime entered into Kronos.

The table below lists the dollar value of the overtime approved by the eight employees in the departments (one in each department):

<u>Self Approved Employee Overtime</u>	
Department	Dollar Value
Board of Elections	\$ 5,121
Community Development	\$ 3,205
Emergency Communication	\$ 3,034
Syr-Onon Planning Agency	\$ 2,939
Law	\$ 1,943
3 Other Depts	\$ 462
Total	\$ 16,704

For 1/1/2018 - 11/31/2019

Recommendations:

- *County administrators should develop and implement procedures to ensure employees cannot edit their own timecards, pay codes, or approval of overtime.*
- *County administrators should develop an internal oversight process in order to help ensure the critical adjustments and changes to employees' time cards are accurate and appropriate.*

- *County administrators should institute a policy that all departments have more than one payroll clerk. Having more than one alleviates the issue of any one person being granted access to adjust their own timecards, pay codes or approving their own overtime.*

Documentation of Requests for Enhanced Access

D. We noted 9 of 20 enhanced access request forms could not be located by IT. We were provided with the following explanation from the Kronos Administrator:

- These accounts were created before the Kronos access form was implemented on April 28, 2009
- or -
- A Kronos access request form was not filled out and submitted.

Based on our research on the employment history for the nine requests that lacked documentation, it appears that 3 of them should have had Kronos access requests on file but did not as their start date for that title needing the access was after April 28, 2009.

Of the 11 Kronos access request forms we did receive, we noted the following:

- One could not be located in the current Kronos or the County Payroll System (Genesys).
- One person was a temporary Seasonal Aid but had Kronos access as a payroll clerk.
- One person changed departments more than once and had an access level that gave them access to all accounts (all employees), not just those in the department they were working in.
- One employee, who was not the payroll clerk for that department, was requested and granted access to their own time card and timestamp. This employee was not even in the department that requested their self-access until 20 days after the access was requested. The requestor in this case was a secretary in the department.

Recommendations:

- *County administrators should include in any policy the level at which requests can be made to request enhanced access for employees within a department such as but not limited to, Deputy Commissioner or Commissioner or their designee.*

- *The Access Request Form should be updated and include the following:*
 - *access requestors name and title*
 - *type of enhanced access being requested and reason for request*
 - *the type of access actually granted*
 - *the name and title of the person approving the access request*
 - *the name and title of the person who enters the changes in Kronos*

All documentation for requests should be kept on file for future internal review and audit purposes.

- *County administrators should have a documented system of oversight and/or cross checks to ensure the documented policy is being followed and make adjustments to the policy that ensure the continued accuracy and compliance of Kronos and department access to the Kronos.*

Kronos Access and Description Chart

- E. We reviewed the Kronos Access Levels and Descriptions exhibit. We found the last access and description do not coincide with the actual access rights in Kronos as the last one (Time Stamp and Time Card Entry on page 15 in the exhibit section) also allows the employee to edit themselves. There was only one employee listed with this access and they were not included in the 65 employees that could access their timecards as those ones were noted so in the access description. We could not find an instance where this employee approved their own overtime for the time period noted in this audit.

Recommendations:

- *We recommend that the Kronos Access Levels and Descriptions be updated to ensure each description depicts exactly what access is authorized.*

SECTION IV - EXHIBITS

Kronos Access Levels and Descriptions

Access	Description
&SUPER_USER_ACCESS	Access profile having all permissions Used for configuring kronos application
OC- Comptrollers Payroll Staff	Manager rights - pay codes, punches, accruals resets, historical edits, schedule config, approve timecards, edit personal info, add licenses.
	Employee rights - view only.
	Used for comptroller edits in kronos
OC- EE Time Stamp	Allows Employees to timestamp
OC- MGR Paycodes Punches Approval EE Edit	Manager rights - pay codes, punches, approve timecards.
	Employee rights - pay codes, punches, approve timecard
	Used for managers that edit paycodes, punches, and approve timecards including self
OC- MGR Paycodes Punches Approval EE View Only	Manager rights - pay codes, punches, approve timecards
	Employee rights - view only, approve timecard
	Used for managers that edit paycodes, punches, and approve timecards
OC- MGR Paycodes Punches EE Edit	Manager rights - pay codes and punches.
	Employee rights - pay codes and punches.
	Used for managers that edit paycodes, punches including self


Access	Description
OC- MGR Paycodes Punches EE View	Manager rights - pay codes, punches.
	Employee rights - view only
	Used for managers that edit paycodes, punches
OC- MGR Paycodes Punches OT EE View Only	Manager rights - pay codes, punches, and ot
	Employee rights - view only
	Used for managers to edit paycodes, punches, and approve overtime
OC- MGR Paycodes Punches Sched OT	Manager rights - pay codes, punches, ot, and schedule changes.
	Employee rights - view only
	Used for managers that to edit paycodes, punches, schedules, and approve overtime
OC- MGR View Only	Manager rights - view only
	Employee rights - view only
OC- MGR View Only People Records	Manager rights - view only access to personal info + timecard
	Employee Rights - view only access to personal info + timecard
OC- MGR View Only Schedule Chgs	Manager rights - view only access to timecard, edit schedules
	Employee rights - view only access to timecard, edit schedules
OC- MGR View Only Update Badge	Manager rights - view only access to timecard, access to update PayRule and Badge
	Employee rights - view only access to timecard
OC- Payroll Clerk	Manager rights - pay codes, punches, ot, schedule changes, and sign off
	Employee rights - view only
	Used for Payroll clerks to edit pay codes, punches, schedule, approve overtime, and sign off

Access	Description
OC- Payroll Clerk w Accrual Reset	Manager rights - pay codes, punches, ot, schedule changes, accruals, and sign off
	Employee rights - view only
	Used for Payroll clerks to edit pay codes, punches, schedule, approve overtime, modify accruals, and sign off
OC- Payroll Clerk w Edit Self	Manager rights - pay codes, punches, ot, schedule changes, and sign off
	Employee rights - pay codes, punches,ot, schedule changes, and sign off
	Used for Payroll clerks to edit pay codes, punches, schedule, approve overtime, and sign off, when only one payroll clerk in dept, (needs to edit their own timecard)
OC- Payroll Clerk w Edit Self PE	Manager rights - pay codes, punches, ot, schedule changes, and sign off
	Employee rights - pay codes, punches,ot, schedule changes, and sign off
	Used for Payroll clerks to edit pay codes, punches, schedule, approve overtime, edit personal info, and sign off, when only one payroll clerk in dept, (needs to edit their own timecard)


Access	Description
OC- Personnel Service Aides	Manager access - People record full access, enter new employees, no timecard access
	Employee access - view only
	Used for Personnel Services Aides to enter new employees
OC- Super Access	Access Profile having all permissions, used for configuring kronos application - no data integration (kronos interfaces)
	Used for configuring kronos application
Time Stamp and Hourly Employee	Allows Employees to timestamp
Time Stamp and Time Card Entry	Allows Employees to timestamp

Kronos Access Form

Requested by

Name * First Last
Date Submitted * /MM /DD YYYY

Email *

Requested Access for

Type of Request *
 New Change Remove Access
Effective Date * /MM /DD YYYY 
Name * First Last
Department *

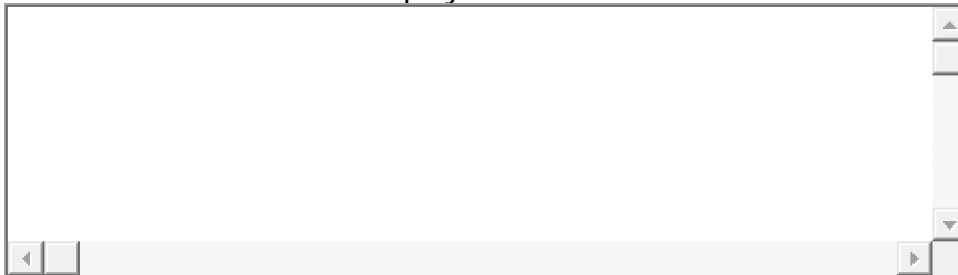
Network ID *Ex: John Smith in Information Technology is itjsmit* *

Employee Access (Access to own timecard) *
 View Only (default if emp. has manager license) Timestamp Edit Own Time
 Add Paycodes

Manager Access

Access Type: (Select all that apply)
 View Only Edit Punches Approve OT Add Pay Codes Change Schedules
 Payroll Clerk Access
Pay Code Access

What labor levels should employee have access to?





Information Technology

Kronos Access Procedures

Application Name:

Kronos

Application

Aliases:

Workforce Central

Last Updated:

10/31/2019

Document Owner:

Processing Steps

1. Receive email from Kronos access form available on intranet
<http://in/pe/kronosform.shtml>
2. Verify the requestor is not requesting access for themselves and that they are authorized to request access for an employee (i.e. a supervisor),
If it is the case above, do not process the request, a new request will need to be submitted.
3. Log into kronos. <http://kronos.ad.ongov.net/wfc/logon> verify EE that access was requested for is in kronos and active. If they are not send email to 'Requested By' informing them account will not be created until user is active in kronos.
4. Verify labor level requested access exists and is a valid access combination,
If it is not, send email to 'Requested By' informing them of labor level access problems.
5. If all verifications pass create kronos account for user with options specified on kronos access form.
6. Email 'Requested By' and 'Requested For' that kronos account was created and how to access.



Information Technology

Incident Handling Procedures

Application Name: Kronos

Application

Aliases: Workforce Central

Last Updated: 6/22/2016

Document Owner:

Processing Steps

1. Verify user is accessing KRONOS Web Site with correct URL:
<http://kronos.ad.ongov.net/wfc/logon/logonWFC.html>
2. If user is locked out of Kronos and is in [list](#) of users with Active Directory authentication then user's account can be unlocked from Active Directory
3. If user is requesting access to Kronos then direct callers to the Kronos Access form on intranet. <http://in/pe/kronosform.shtml>
From Internet Explorer, type in\ in address to get to intranet. Click Forms / Documents / Updates. Click under Department of Personnel. Click Payroll Clerk Forms; Holiday Schedule. Click Kronos Access Form third link under Kronos to fill out and submit the Kronos Access Form.
4. For all other incident requests Create a CRM Case and place it in the ASKR provider group
5. Make sure the Case is NOT assigned to anyone
6. Save the Case
7. Make a note of the Case Number
8. [Immediately call appropriate support staff with Case# and summary of problem](#)
9. _____
10. _____

SECTION V

MANAGEMENT RESPONSE



CARL HUMMEL
ACTING COMMISSIONER

COUNTY OF ONONDAGA DEPARTMENT OF PERSONNEL

John H. Mulroy Civic Center
421 Montgomery Street, 13th Floor
Syracuse, New York 13202-2959
(315) 435-3537 Fax 435-8272 e-mail – peweb1@ongov.net web address – www.ongov.net

September 21, 2020

Peter Headd
Deputy Comptroller, Audit Division
421 Montgomery Street, 14th Floor
Syracuse, NY 10202

Dear Pete,

Below please find the combined responses of the Onondaga County Department of Personnel and the Onondaga County Department of Information Technology to the Audit of Kronos Workforce Management dated August 3, 2020 by Onondaga County Comptroller Martin D. Masterpole. Selected recommendations from the audit are listed and addressed specifically.

Recommendations:

Kronos directly interfaces with the County payroll system and thereby creates an elevated level of risk. Because of this, we recommend the following:

- ***County administrators should develop a written set of policies and guidelines for use by all parties with responsibilities for any level of Kronos oversight and coordination. Such a resource should include, but not be limited to:***
 - ***A description of the circumstances and process under which any employee can be granted enhanced access to Kronos or have it removed.***

IT/Personnel will add language to the Kronos Access Procedures that states that only staff who are responsible to making payroll changes for their department or certain staff can request access to Kronos.

- ***A description/list of who is authorized to request enhanced access for an employee.***

The current Kronos Access Procedure states that requestors cannot request Kronos access for themselves and must be authorized to request such access for other employees. IT/Personnel will modify the wording to state, in effect, that only Commissioners, Deputy Commissioners, Directors, Managers and

other supervisors can submit Kronos Access Requests on behalf of staff they oversee who are responsible for making payroll changes/entries.

- *A description/list of who is authorized to grant or remove enhanced access to an employee.*

The Kronos Access Procedure could be enhanced to state which position roles or titles are authorized to grant/terminate access request. IT/Personnel will make necessary revisions upon completion of a full review of the procedure.

- *A description of how the approval for enhanced access in Kronos is communicated to departments/employees.*

Step 6 of the Kronos Access Procedure already states the "Requested By" and "Requested For" employee will be sent an email stating the account was created along with instructions of how to access Kronos.

- *A description of a system for documenting and retaining accurate, up-to-date records of which employees in County departments have enhanced Kronos access.*

IT/Personnel are evaluating a new annual certification procedure whereby a Kronos access list is sent to the authorized approvers for verification of which users still need access and which do not. The new procedure will be implemented once developed.

- *County administrators should develop and implement procedures to ensure employees cannot edit their own timecards, paycodes, or approval of overtime.*

IT/Personnel agree that no employee should be allowed to edit their own timecard. We will direct that each department designate an additional supervisory staff member such as a manager, director, deputy commissioner or commissioner to get Kronos access in order to edit in order to make such edits.

- *County administrators should develop an internal oversight process in order to help ensure the critical adjustments and changes to employees' time cards are accurate and appropriate.*

IT/Personnel believe this is and should be the function of the payroll auditors in the Comptrollers Department.

- *County administrators should institute a policy that all departments have more than one payroll clerk. Having more than one alleviates the issue of any one person being granted access to adjust their own timecards, paycodes or approving their own overtime.*

As noted above, IT/Personnel agree that employees should not have the access necessary to edit their own timecards. However, as also noted, the additional employee does not necessarily need to be a payroll clerk, rather, each department could designate an additional supervisory staff member to get

Kronos access such as a manager, director, deputy commissioner or commissioner. The designated staff member could edit or approve overtime for the payroll clerk or other Kronos user's time entries when needed.

- *County administrators should include in this policy the level at which requests can be made to request enhanced access for employees within a department such as but not limited to, Deputy Commissioner or Commissioner or their designee.*

This seems to be redundant and will be addressed with requested changes to the wording in the Kronos Access Request Procedure.

- *The Access Request Form should be updated and include the following:*
 - *the name and title of the person who is requesting enhanced access for another employee*
 - *the type of enhanced access being requested and reason for the request*
 - *the type of enhanced access actually granted*
 - *the name and title of the person approving the enhanced access request*
 - *the name and title of the person who enters the changes in Kronos*

IT/Personnel agree and will make changes to the Kronos Access Request Procedure for those records not already captured.

All documentation for requests should be kept on file for future internal review and audit purposes.

A record of Kronos Access Requests is presently maintained in a forms database where a report can be run at any time showing: who made the request, who approved the request and the date/time the request came in, etc. Note: the request log data only goes back to September of 2017 when online form maintenance was implemented.

- *County administrators should create a policy that designates a specific individual or individuals as the sole party for approving enhanced access and making changes in Kronos.*

The Personnel Commissioner, or when designated the Director of Payroll Operations, is the ultimate owner of the Kronos data and would have the overall authority to approve or deny access to Kronos. Such will be documented where appropriate.

- *County administrators should review and update the Kronos Access Levels and Descriptions document so as to ensure that each description accurately depicts what access is authorized.*

Kronos access levels and their descriptions will be reviewed and updated. This will also address the specific example 'time stamp and time card entry' not having the correct description, as this will no longer exist.

With respect to Section III, Findings and Recommendations, Current Practices, paragraph 3 of the audit report, IT/Personnel offer the following comment:

After discussions with the auditor on this section, IT/Personnel agree to add a clause to procedures or possibly the Kronos Access Request form that states: "It is the responsibility of the Department Head, Supervisor or IT Liaison to submit a Kronos "Remove Access" request when a department staff member leaves the team, employment with the county, or no longer requires Kronos access according to his/her job duties."

With respect to Section III, Findings and Recommendations, Current Practices, subparagraph B of the audit report, IT/Personnel offer the following comment:

Step 2 of the Kronos Access Procedure states: "Verify the requestor is not requesting access for themselves and that they are authorized to request access for an employee (i.e. a supervisor), If it is the case above, do not process the request, a new request will need to be submitted."

Chief Information Officer Kevin Sexton and I thank you for the opportunity to respond to this audit.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Hummel', written in a cursive style.

Carl Hummel, Acting Commissioner
Onondaga County Department of Personnel

cc: Martin D. Masterpole, Comptroller
Brian Donnelly, Deputy County Executive
Kevin Sexton, Chief Information Officer