



Memorandum

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To: Honorable Joseph P. Farina, Chief Judge
Eleventh Judicial Circuit of Florida
Mr. Ruben O. Carrerou, Court Administrator

From: Christopher Mazzella, Inspector General

Date: March 19, 2009

Subject: *OIG Final Report Re: Theft of Laptop Computers from the Administrative Office of the Courts for the Eleventh Judicial Circuit of Florida, Ref. IG08-56*

Attached please find the Office of the Inspector General's (OIG) final report regarding the above-captioned matter.

The OIG investigation determined that in March 2008, AOC Computer Technician Supervisor Eric Pinilla removed one of the laptops from the storage room, carried it home, and converted it to his personal use. During an interview with OIG Special Agents, Mr. Pinilla admitted that he knowingly took the laptop from the Lawson Thomas Courthouse, and only decided to return it after learning of the existence of the investigation. Shortly after the interview, Mr. Pinilla resigned his position with the AOC. By way of this report, the OIG refers this matter to the Miami-Dade State Attorney's Office for its prosecutive determination.

The investigation also determined that the AOC failed to adequately safeguard the laptops and other items of value stored on the 18th floor of the Lawson Thomas Courthouse. Accordingly, in the OIG draft report, we recommended that the AOC identify and implement additional security measures needed to properly safeguard its computer technology products and other items of value stored in its assigned areas at the Lawson Thomas Courthouse. The AOC's response to the draft report (incorporated as Appendix A), which includes a description of additional security measures implemented by the AOC at the Lawson Thomas Courthouse, adequately addresses the concerns identified by our investigation. As such, no follow-up is required.

Attachment

cc: Honorable Carlos Alvarez, Mayor, Miami-Dade County
Honorable Harvey Ruvin, Clerk of the Courts
Honorable Katherine Fernandez Rundle, State Attorney, Eleventh Judicial Circuit
Mr. George M. Burgess, County Manager
Mr. Eric Pinilla (under separate cover)
Clerk of the Board (copy filed)

MIAMI-DADE COUNTY OFFICE OF THE INSPECTOR GENERAL

Final Report Re: Theft of Laptop Computers from the Administrative Office of the Courts for the Eleventh Judicial Circuit of Florida

INTRODUCTION & SYNOPSIS

In September 2008, the Miami-Dade County Office of the Inspector General (OIG) began an investigation into the theft of eight new Dell laptop computers (the laptops) from the Administrative Office of the Courts (AOC) for the Eleventh Judicial Circuit of Florida. This investigation came at the request of Chief Judge Joseph P. Farina, who informed the OIG that the laptops, the total value of which was \$12,421.60, were part of a shipment of 50 new computers that had been kept in a storage room in the Lawson E. Thomas Courthouse Center (Lawson Thomas Courthouse).¹

In November 2007, the AOC received the shipment of the fifty Dell laptops, all paid for with Miami-Dade County funds. Upon receipt of the laptops, the AOC stored them in a room located on the 18th floor of the Lawson Thomas Courthouse. On or about September 22, 2008, AOC employees discovered that eight of the laptops were missing.

As a part of the investigation, OIG Special Agents evaluated the means of security imposed by the AOC to safeguard the storage of numerous items of value, including the laptops. The OIG determined that the room in which the laptops had been stored had remained unlocked during the entire period of storage. In addition, other items of value had accumulated on the floor or were placed on open shelving along the corridors of the 18th floor, thereby compromising their security. OIG Special Agents also discovered that while the operational work areas of the 18th floor are secured from the public elevator and reception area, the operational work area lacked any additional external security devices, such as video surveillance cameras, that might detect theft or misuse of the stored materials.

The OIG investigation also determined that in March 2008, AOC Computer Technician Supervisor Eric Pinilla removed one of the laptops from the storage room, carried it home, and converted it to his personal use. During an interview with OIG Special Agents, Mr. Pinilla admitted that he knowingly took the laptop from the Lawson Thomas Courthouse, and only decided to return it after learning of the existence of the investigation. Shortly after the interview, Mr. Pinilla resigned his position with the AOC.

As a further part of the investigation, the OIG attempted to trace and recover the remaining seven missing laptops. The OIG's efforts included consultation with Dell Company personnel to determine whether any customer service inquiries had been made that tied to the missing laptops (identified through product serial numbers), and

¹ Judge Farina also informed the OIG that AOC staff members had already filed a report with the Miami-Dade Police Department.

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contact with *eBay* personnel on whether the missing computers had been made available for sale on the internet. Although none of the remaining seven laptops have been located, officials from Dell and *eBay* pledged to immediately notify the OIG in the event that such information becomes available.

The OIG's investigation determined that the AOC failed to adequately safeguard the laptops and other items of value stored on the 18th floor of the Lawson Thomas Courthouse. Accordingly, in the OIG draft report, we recommended that the AOC identify and implement additional security measures needed to properly safeguard its computer technology products and other items of value stored in its assigned areas at the Lawson Thomas Courthouse.

The AOC provided a discretionary response to the draft report, which is attached as Appendix A. The AOC's response adequately addressed the concerns identified by the OIG investigation. The response included a description of additional security measures implemented by the AOC at the Lawson Thomas Courthouse, which are summarized on page 8 of this report. Mr. Pinilla was also provided with an opportunity to submit written comments to the draft report. The OIG did not receive a response from him.

OIG JURISDICTIONAL AUTHORITY

In accordance with Section 2-1076 of the Code of Miami-Dade County, the Inspector General has the authority to make investigations of County affairs and the power to review past, present and proposed County and Public Health Trust programs, accounts, records, contracts and transactions. The Inspector General is authorized to conduct any reviews, audits, inspections, investigations or analyses relating to departments, offices, boards, activities, programs and agencies of the County and the Public Health Trust. The Inspector General shall have the power to review and investigate any citizen's complaints regarding County or Public Health Trust projects, programs, contracts or transactions. The Inspector General may exercise any of the powers contained in Section 2-1076, upon his or her own initiative.

The Inspector General shall have the power to require reports from the Mayor, County Commissioners, County Manager, County agencies and instrumentalities, County officers and employees and the Public Health Trust and its officers and employees regarding any matter within the jurisdiction of the Inspector General.

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BACKGROUND

The Administrative Office of the Courts for the Eleventh Judicial Circuit of Florida

The AOC is comprised of non-judicial staff that provides a myriad of support services to aid the judiciary in the daily operations of the courts, including such services as procuring goods and services, case management, trial scheduling, jury pool operations, court reporting, and interpreter coordination. The AOC also maintains divisions specializing in procurement management and information technology services.

Pursuant to Section 29.008, Florida Statutes, Miami-Dade County is responsible for funding the AOC's court-related functions, including funding its computer systems—more specifically, the laptops in question. Similarly, Section 29.0081, Florida Statutes, allows for County funding of AOC staff salaries.

The Laptop Computers

The new laptops, which were purchased with County funds in November 2007, were Dell Precision M90 models, priced at a cost of \$1,552.70 each. The original cost for the eight missing laptops was \$12,421.60. The AOC's purchase order and payment confirmation sheet are attached as Exhibits One and Two, respectively.

Eric Pinilla

Mr. Pinilla was employed by the AOC beginning in April 2002 as a Computer Network Manager, and was promoted in April 2008 to the position of Computer Technician Supervisor. As discussed below, Mr. Pinilla resigned his position in October 2008 after admitting to OIG Special Agents that he had removed one of the laptops from the AOC storage area in March 2008 and, thereafter, used it as a personal computer at his home. During his tenure with the AOC, Mr. Pinilla's salary was funded by the County.

INVESTIGATION

During the course of the investigation, OIG Special Agents reviewed documents including, but not limited to, AOC records of purchase and inventory for the laptops; AOC materials regarding building security and access to storage areas; and AOC personnel records. In addition, OIG Special Agents collected and reviewed documents and materials from Dell Corporation and from computer internet sites concerning possible attempts to sell, transport, or otherwise relocate the laptops. Finally, OIG Special Agents interviewed various individuals who work on the 18th floor in the AOC's Court Information Technology Services (IT Services) Division, including the AOC's

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Support Project Manager and the Deputy Chief Court Administrator. OIG Special Agents also interviewed Computer Technician Supervisor Mr. Eric Pinilla.

Procurement, Storage, and Deployment of the Laptops

In November 2007, the AOC received the shipment of the 50 Dell laptops, all paid for with County funds. Upon receipt of the laptops, the AOC stored them in a room located on the 18th floor of the Lawson Thomas Courthouse, which houses the AOC's IT Services Division.

As a part of the investigation, OIG Special Agents evaluated the means of security imposed by the AOC to safeguard the storage of numerous items of value, including the laptops. The OIG determined that the room where the laptops had been stored had remained unlocked during the entire period of storage. In addition, other items of value such as computer processing units, monitors, and keyboards—either new, or used and awaiting repair—had accumulated on the floor or were placed on open shelving along the corridors of the 18th floor. OIG Special Agents also discovered that while the operational work areas of the 18th floor are secured from the public elevator and reception area, the operational work area lacked any additional external security devices, such as video surveillance cameras, that might detect theft or misuse of the stored materials.

The AOC maintains an internal technology equipment inventory database referred to as "MAGIC," through which purchase requests for equipment are processed. In addition, the AOC uses the MAGIC software to assign and distribute the laptops to its employees. This process of readying the laptops and distributing them to their assigned users is referred to as "deployment." The investigation determined that before deployment of a laptop, the AOC inputs the Dell model and individual serial numbers into MAGIC, as well as the name of the AOC user and the date each laptop is deployed. The laptops are loaded with operating software and other files and programs required for their use by AOC and judicial personnel.

Reporting of the Eight Missing Laptops

As part of the investigation, OIG Special Agents interviewed the IT Services Support Project Manager, Andrew M. Graubard. Mr. Graubard noted that the theft of the laptops was the first theft of computer equipment that he could recall during his tenure with the AOC. He explained that while the AOC maintains its own internal inventory of equipment, most of the AOC's equipment is also tagged and inventoried by the County's General Services Administration (GSA). However, none of the 50 laptops in the shipment from Dell had been tagged and inventoried by the GSA.

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Mr. Graubard stated that the AOC received the shipment of the laptops in November 2007. From November 2007 through at least May 2008, the AOC assigned 33 of the laptops computers for use by AOC case managers and directors. According to Mr. Graubard, Mr. Pinilla was in charge of ensuring that the assigned laptops were properly prepared for deployment prior to being handed out to AOC employees.

Mr. Graubard acknowledged that prior to deployment, all 50 laptops were stacked on a table in an unlocked room within the AOC's IT Services Division located on the 18th Floor of the Lawson Thomas Courthouse. After the majority of them were deployed, seventeen of the laptops should have remained in the unlocked room. Mr. Graubard stated that on September 22, 2008, he was informed by Mr. Pinilla that eight of the remaining laptops were missing. Mr. Pinilla also informed him that in addition to the missing laptops, the chargers for all of the remaining computers were also missing.

Mr. Graubard further stated that he immediately notified Chief Deputy Court Administrator Sharon Olsen Abrams, his supervisor, that eight laptops and seventeen chargers had been removed from the storage room. Mr. Graubard also conducted a brief internal inquiry before alerting his staff about the suspected theft of the laptops.

OIG Special Agents also interviewed Chief Deputy Court Administrator Abrams (Chief Deputy Abrams), who oversees the IT Services Division. Chief Deputy Abrams confirmed that the County is the funding source for the AOC's technology, facilities and security operations. She relayed to the OIG that she was told of the missing laptops by Mr. Graubard. Thereafter, she conducted her own thorough internal inquiry, after which she concluded that the missing laptops had been stolen. Chief Deputy Abrams identified Mr. Pinilla as the person responsible for ensuring the deployment and the tracking of all fifty of the laptops received by the AOC in November 2007. She noted to the OIG that Mr. Pinilla's office behavior was "very strange" for the past several months.

Lastly, Chief Deputy Abrams admitted that because of a lack of storage space, the IT Services Division has been forced to store technology equipment in open, unsecured areas throughout its offices. Additionally, Mr. Graubard advised the OIG that the AOC is now taking steps to upgrade security on the 18th floor of the Lawson Thomas Courthouse, including the installation of security cameras.

Interview of Eric Pinilla

OIG Special Agents interviewed Mr. Pinilla regarding both the storage and deployment of the laptops. As will be discussed below, during the interview Mr. Pinilla admitted to OIG Special Agents that he took one of the laptops and converted it to his personal use.

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Mr. Pinilla described his essential duties as maintaining inventory in MAGIC, answering help desk calls, training technicians, and preparing and deploying laptop computers to assigned AOC employees. He stated that he was responsible for the preparation, deployment and ongoing inventory of the 50 laptops received by the AOC in the fall of 2007. Mr. Pinilla stated that the MAGIC software was used to document the AOC's receipt of the laptops. Specifically, Mr. Pinilla supervised the inputting of Dell model and individual serial numbers into MAGIC. Thereafter, Mr. Pinilla would make entries to MAGIC documenting the serial number, AOC employee name and date each laptop was given to an employee.

Even though Mr. Pinilla admitted that it was his responsibility to establish and maintain an accurate accounting of the laptops, he stated that it was not his decision to store them in an unlocked room on the 18th floor of the Lawson Thomas Courthouse. Mr. Pinilla remembered that the last laptop computer deployment occurred approximately two months before the eight laptops were discovered to be missing. Despite the fact that Mr. Pinilla was personally responsible for deploying the laptops, he was unable or unwilling to provide the OIG with information on either the number of laptops deployed, or the number of laptops available in the inventory.

Mr. Pinilla stated that on or about September 22, 2008, he entered the storage room and discovered that some of the laptops, and all of the laptop chargers, were missing. Mr. Pinilla further stated that he promptly reported his discovery to Mr. Graubard.

Personal Use of a Laptop by Mr. Pinilla

During his interview by OIG Special Agents, Mr. Pinilla admitted that in March 2008 he knowingly took, without authorization or permission, a laptop from the Lawson Thomas Courthouse and brought it home where he used it for both work and personal endeavors. He admitted that he apprised no one at the AOC that he had taken the laptop.

As part of the scheme to conceal his misconduct, Mr. Pinilla made a log out entry in MAGIC, which indicated he was checking out a laptop. Mr. Pinilla admitted that he made the entry to MAGIC to disguise his real intent to remove the laptop, which he stashed in a computer bag and then removed from the premises. Mr. Pinilla also admitted that in September 2008, after he discovered that seven other laptops were missing from the storage room, he decided not to reveal to his supervisor, Mr. Graubard, that the eighth laptop was not actually missing but, rather, was located at his home. Mr. Pinilla explained that he was afraid to tell Mr. Graubard that he had one of the missing laptops, lest he be accused of stealing the others. He acknowledged that his omission resulted in the AOC filing an inaccurate police report. Mr. Pinilla denied having taken any of the other laptops.

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Mr. Pinilla stated that he then decided to “sneak” the laptop back onto the 18th floor of the Lawson Thomas Courthouse. He hid the laptop in the AOC tech room—not the laptop storage room—in the hope that it would be “found” by another AOC employee.

Mr. Pinilla also stated that sometime after hiding the laptop in the AOC tech room, he admitted to two AOC colleagues that he had taken it without permission, and then returned it after the onset of the OIG investigation. Both colleagues advised Mr. Pinilla to present the laptop to AOC management and explain his actions. On October 20, 2008, Mr. Pinilla informed Chief Deputy Abrams that he had borrowed one of the missing laptops, which he then turned over to her.

Mr. Pinilla also admitted that he only decided to return the laptop after learning of the existence of the OIG investigation. Shortly after the interview, Mr. Pinilla resigned his position with the AOC (see Mr. Pinilla’s letter of resignation, dated October 28, 2008, attached as Exhibit Three).

OIG Efforts to Recover the Laptops

As a further part of the investigation, the OIG attempted to trace and recover the remaining seven missing laptops.² First, the OIG Special Agents interviewed nine additional AOC employees who were identified by Chief Deputy Abrams, Mr. Graubard, and Mr. Pinilla as having regular access to the room where the laptops had been stored. In summary, each of those employees stated that they had not removed any of the laptops or chargers from the storage room. All of the employees, except for the two colleagues who knew of Mr. Pinilla’s taking of one laptop, stated that they had no knowledge regarding the whereabouts of any of the missing laptops.

OIG Special Agents also consulted with Dell Company personnel and provided them with identification information for each of the missing laptops, in the event that an inquiry or service request had been made by someone using one of the laptops after it was taken from the AOC storage room. The investigation determined that no such communications had been received by Dell.

Finally, OIG Special Agents sought information from internet site owners, including *eBay*, to ascertain whether the laptops had been advertised for sale. As part of this effort, the OIG also independently canvassed the internet for the possible sale of these laptops.

² Because of the AOC’s practice not to load the laptops with AOC files and programs before deployment, a saving grace is that none of them contain any sensitive information.

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Although none of the seven laptops have yet been located, officials from Dell and *eBay* have pledged to immediately notify the OIG in the event that such information becomes available.

RESPONSE TO THE DRAFT REPORT & OIG COMMENT

This report as a draft was provided to the AOC and to Mr. Pinilla for their discretionary written responses. The OIG received a response from the AOC, which is attached as Appendix A. We appreciate the response from the AOC. The OIG did not receive a response from Mr. Pinilla.

In its response, the AOC noted that the 18th floor of the Lawson Thomas Courthouse is a non-public work area separated by a receptionist area, which monitors the front door. Access can only be gained through the front door with a security key, or via the service elevator. However, the AOC also admitted that various personnel including building maintenance and cleaning staff could access the area via a service elevator. These individuals may also have access to keys for every room on the 18th floor.

The AOC also addressed recommendations made in the draft report concerning the implementation of additional security measures to properly safeguard its computer technology products and other items of value stored in the Lawson Thomas Courthouse. Specifically, the AOC stated that since the theft of the laptops was discovered, the most valuable and portable items have been relocated to an internal locked storage room on the 18th floor, and access to that room has been limited to AOC personnel on an as-needed basis only. The AOC has also installed a security camera system, and has placed all laptops in a locked storage cabinet. Finally, the AOC intends to install tracking software on all new laptops that will enable location and control of them when they are in use.

CONCLUSIONS & RECOMMENDATIONS

The OIG's investigation has determined that the AOC failed to adequately safeguard the laptops and other items of value stored on the 18th floor of the Lawson Thomas Courthouse. In particular, the AOC has failed to avail itself of such physical security measures as locks, sufficiently enclosed storage spaces, and security surveillance systems. As a result of the OIG investigation, but before the issuance of the draft report, the AOC took steps to improve the security of its technology equipment, including the installation of security cameras. While the OIG was encouraged by such remedial action, we recommended in the draft report that such action be reinforced by an overall assessment by AOC management of its security procedures and practices at the Lawson Thomas Courthouse.

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In response to our recommendations, the AOC has now implemented additional security measures to properly safeguard its computer technology products and other items of value stored in the Lawson Thomas Courthouse, including storing valuable and portable items in an internal locked storage room, accessible by AOC personnel on an as-needed basis only; placing all laptops in a locked storage cabinet; and installing tracking software on all new laptops. We believe that the AOC's response adequately addresses our concerns. As such, no follow-up reports from the AOC regarding this matter are being required by the OIG.

By way of this report, the OIG refers this matter to the Miami-Dade State Attorney's Office for its prosecutive determination.

**OIG
FINAL REPORT**

APPENDIX A

IG08-56



OFFICE OF THE
INSPECTOR GENERAL

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ELEVENTH JUDICIAL CIRCUIT OF FLORIDA
ADMINISTRATIVE OFFICE OF THE COURTS
OFFICE OF THE GENERAL COUNSEL

JOSEPH P. FARINA
CHIEF JUDGE

RUBEN O. CARREROU
COURT ADMINISTRATOR

LAWSON E. THOMAS COURTHOUSE CENTER
175 N.W. 1st AVENUE • 30th FLOOR
MIAMI, FLORIDA 33128
305-349-7165
FAX: (305-349-7168)

March 6, 2009

Mr. Christopher R. Mazzella, Inspector General
Office of the Inspector General
19 West Flagler Street-Suite 220
Miami, Florida 33130

Re: OIG Draft Report, IG08-56

Dear Mr. Mazzella:

We are in receipt of the above referenced OIG Draft Report ("Report") dated February 6, 2009, and have been asked to respond to the Report on behalf of the Eleventh Judicial Circuit of Florida, acting by and through the Administrative Office of the Courts ("Court").

First and foremost, we appreciate the prompt, thorough and professional investigation conducted by the Office of the Inspector General ("OIG").

Secondly, thank you for the opportunity to respond to the OIG's findings prior to finalizing the Report so that our responses will be included in the final report. Towards that end, stated below is our response to the Report, predicated on comments and information provided by personnel in the Court's Computer Information Technology Services Division ("CITeS).

A. General Comments re Security:

In several sections of the Report, comments were made regarding the lack of security in CITeS; however, the Report does not mention the following:

1. CITeS is a locked/secured office on the 18th floor of the Lawson E. Thomas Courthouse, which can only be accessed through the front door with a security key, or via the service elevator.
2. CITeS has a receptionist who requires all non-CITeS staff to "sign-in" when accessing our office through the front door.

3. Due to the amount of inventory maintained by CITEs and the lack of space, not all inventory can be locked in CITEs' storage room; therefore, old and faulty equipment is left on shelves and stacked in hallways.
4. Non-CITEs personnel (such as police, security, building maintenance, and cleaning staff) have access to the 18th floor via the service elevator. Most of this personnel also has access to keys to every room in CITEs.
5. The stairwell to and from the 18th floor is locked and can only be used as an emergency exit.

B. Comments re Eric Pinilla:

Please note that Mr. Pinilla's initial position with CITEs is incorrectly cited as Network Manager. He started his tenure with CITEs in August, 1999 as an Independent Contractor (State funded OPS-Computer Technician). Thereafter, in 2002 he was hired as a Miami-Dade County funded Judicial Administration Computer Technician II.

C. Comments re the recommendations:

1. **The AOC identify and implement all additional security measures needed to properly safeguard its computer technology products and other items of value stored in its assigned areas at the Lawson Thomas Courthouse.**

Additional measures added since the laptop theft, include:

- a. The most valuable and portable items have been relocated to the internal locked storage room on the 18th floor and an additionally allocated locked storage room on the 16th floor. The keys to the 18th floor secured room and the 16th floor storage room are retained only by the CITEs Support Project Manager and the Building Manager's Office and are obtained by CITEs staff as needed.
- b. Laptops have been placed in a locked laptop storage cabinet.
- c. A security camera system has been installed and is operational during non business hours. Cameras are activated by motion to detect entry and exit from the front door, the service elevator and the 18th floor internal locked storage room.

- 2. The IT Services Division research the feasibility of installing some kind of a computer tracking device. Such a tracking device could be used to locate the laptop itself, should it go missing.**

The acquisition of laptop tracking services had been explored prior to the theft event. A free software application was acquired and loaded on a server. As retrieval of the laptops is still dependent upon law enforcement pursuing the laptops if/when they are logged onto the Internet and a signal is received, the software was not deployed to the laptops. The ability to call on the OIG to retrieve the laptops once a signal is detected rather than trying to get local law enforcement to locate the machines was not previously known or considered in evaluating the value of expending resources for these services. Following the OIG investigation, potential acquisition of "LoJack-type" services for laptops has been reviewed.

A second freeware application is being combined with the first to provide two options for tracking and a "guest log-in" option is being devised so that thieves do not have to wipe the hard drive in order to use the laptops, as wiping the hard drive would eradicate the tracking software. A service fee (\$59) per laptop has also been evaluated as it places the tracking on the bios chip where it cannot be wiped, but, the benefit could be eradicated thru the use of a non-Windows operating system and would place information about the court computers and key IP addresses to secure systems on non-court, vendor services and would violate court security standards.

In the future, the freeware tracking software will be installed on laptops as soon as they are purchased and received. This will enable us to both locate the laptops whenever they are on-line and also enable us to reach them and control them.

- 3. The IT Services Division research the feasibility of programming or purchasing security software to ensure that there is no unauthorized access to sensitive databases should a programmed laptop go missing.**

The stolen laptops did not contain any data and laptops loaned to staff by the court are password-protected and used primarily to access secured, encrypted, password protected databases rather than being used for storing data. In addition, the tracking software being deployed will enable us to reach out and eradicate all data on the laptops when they are on line if a theft does occur.

Christopher Mazzella
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March 6, 2009

Again, thank you for your assistance in this matter. Should you need additional information, please contact me at (305) 349-7165.

Very truly yours,


Linda Kelly Kearson
General Counsel

LKK/W008

Cc: Honorable Chief Judge Joseph P. Farina, Eleventh Judicial Circuit of Florida
Ruben O. Carrerou, Court Administrator
Sharon O. Abrams, Chief Deputy Court Administrator
Andrew M. Graubard, Support Project Manager

**OIG
FINAL REPORT**

EXHIBIT 1

IG08-56

Eleventh Judicial Circuit
 Administrative Office of the Courts
 Purchase Order

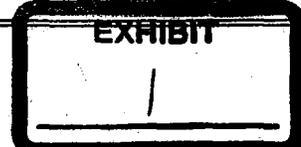
Deliver to: CITeS Lawson E. Thomas Courthouse Center 175 NW 1 st Avenue, Room 1800 Miami, Florida 33128 Attn: Colette Jackson Tel: 305-349-5616 E-mail: CJackson@jud11.flcourts.org	Invoice to: 9/10/2007 Administrative Office of the Courts Lawson E. Thomas Courthouse Center 175 NW 1 st Avenue, Suite 1121 Miami, Florida 33128 Attn: Leidis Toledo Tel: 305-349-5527 Fax: 305-808-0223 E-mail: ntoledo@jud11.flcourts.org
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Index Code: OCHARDWARE **Sub Object Code: 24573**

Qty	Description	Unit Price	Total Price
50	Dell Precision M90, Intel Core2 Duo Processor	\$1,552.70	\$77,635.00
	Quote #384168035, Contract #90231		
	Customer #47857190		
	<i>For: Laptops PC Refresh</i>		
	Net 30 Days		
	<i>Please contact Leidis Toledo at 305-349-7374 to confirm receipt of this purchase order and to provide estimated time of delivery- thank you</i>		
	Please reference PO "CO7100427-3229" on your invoice	TOTAL:	\$77,635.00

Authorization NT Leidis Toledo	Purchase Order <div style="font-size: 2em; font-weight: bold; margin: 0;">CO7100427-3229</div>	<u>Quote number</u> 384168035
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Vendor: Dell Marketing LP Care of Dell USA P.O Box 676021 Dallas Texas 75267-6021	Contact: Simon Gervais x 7247499 Tel: 800-981-3355, ext. 47499 Fax: 512-283-8871 FID: 74-2616805
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**OIG
FINAL REPORT**

EXHIBIT 2

IG08-56

CLOSE

Service Request Information

TPR # 3229 Opened : 8/31/2007 5:20:03PM Opened by: CJACKSON
 Closed : 11/5/2007 12:33:01PM Closed by: CJACKSON Disposition : Completed

Requestor Information

Client ID : ABRAMSS Sharon Abrams Phone # (305)349-5630 Ext : Client Status: C
 Dept : Court Information Technology Service Courthouse Center Room : 1800

Category : Hardware IPON #: ITD Service request #:

Description : Laptop PC Refresh Project

Recommendation : LAPTOPS PC REFRESH: The PC Laptop loaner program has been in existence for many years and three (3) years ago we established the Optional Desktop/Laptop Selection program for Directors and the use of laptops by case managers to support use in court, in their office and at staffings and meetings. Administrative Office of the Courts Directors are given the opportunity to select their Courts Business computer to be either a workstation or a Laptop based upon their specific need. The "Director Selection Program" laptops and the Case Management laptops are in need of upgrade. This is critical for the implementation of the Odyssey System as the current hardware is antiquated and will perform poorly. The specification for the new laptops have been carefully scrutinized and reviewed by many technical staff members. It is crucial that the court prepares for the arrival of Odyssey to avoid any interruptions to the flow of court business. Older PCs collected will replenish the loaner pool. This action will leverage our inventory without waste. Three Quotes have been secured from three different vendors with the same specifications given in order to secure the best possible price. PROCUREMENT: The Quote from Dell Computer for \$77,635 for 50 units is the best value.

Item Description	Quantity	Price	Total
Dell Precision M90, Intel Core2 Duo Processor	50.00	\$1,552.70	\$77,635.00
Request Total Amount			\$77,635.00

Notes :

Date & Time	Action ID	Login ID	Description
8/31/2007 5:20:03PM	WO_OPEN	CJACKSON	Opened WO
8/31/2007 5:20:04PM	WO_TAKEN	CJACKSON	WO Taken By CJACKSON
8/31/2007 5:20:05PM	START_CLOC	CJACKSON	The Clock has been started
9/7/2007 4:51:16PM	SIGNFISCALDI	CJACKSON	Received Fiscal Director's Signature
9/7/2007 4:51:23PM	SIGNCIO	CJACKSON	Received Chief Information Officer's Signature
9/7/2007 4:51:29PM	SIGNCOURTA	CJACKSON	Received Court Administrator's Signature
Notes :	46 + 4 "hot swaps"		
	CJACKSON 9/7/2007 4:51:50 PM		
9/7/2007 4:52:00PM	SIGNCHIEFJU	CJACKSON	Received Chief Judge's Signature
9/7/2007 4:52:08PM	FAXEDTOPRO	CJACKSON	Faxed signed request to procurement
9/10/2007 5:14:45PM	PO RECVD	CJACKSON	P.O. Received from Procurement - CO7100427-3229
10/16/2007 5:10:01PM	REMARK	CJACKSON	Status requested from vendor - items on back order.
11/5/2007 12:32:37PM	RCVDPARTIA	CJACKSON	Received partial shipment.
Notes :	CJACKSON 11/5/2007 12:32:32 PM:		
	2 pieces rec'd.		
11/5/2007 12:32:48PM	RCVDTOTAL	CJACKSON	Received entire shipment.

EXHIBIT
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Notes : CJACKSON 11/5/2007 12:32:49 PM:

11/5/2007 12:32:53PM	CLOSE	CJACKSON	Ready to Close
11/5/2007 12:33:03PM	WO_STATUS	CJACKSON	User Defined Status Changed To CLOSED
11/5/2007 12:33:04PM	WO_CLOSE	CJACKSON	Closed WO # 2508

**OIG
FINAL REPORT**

EXHIBIT 3

IG08-56

Eric Pinilla

Miami, Florida 33133

October 28, 2008

11th Judicial Circuit Court System
Help Desk Supervisor/Cites Department
175 N.W. 1st Avenue Suite 1800
Miami, Florida 33128

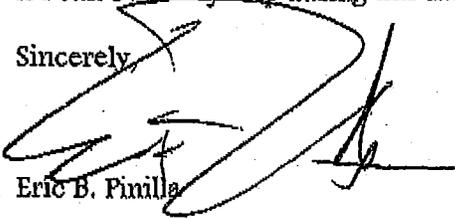
Dear Ms. Abrams,

I would like to inform you that I am resigning from my position as Help Desk Supervisor for the 11th Judicial Circuit, Cites Department, effective October 28th 2008.

Thank you for the opportunities for professional and personal development that this Department has provided to me during the last 9 years.

If I can be of any help during this transition, please let me know.

Sincerely,



Eric B. Pinilla

EXHIBIT

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