

Audit Committee



Summary of Management Action Plans

Presented by: Kevin Barthold, City Auditor

August 13, 2024

Management Action Plans

Audit Review Process

All recommendations and action plans are reviewed

- Individually after completion target date
 - Reported quarterly
- Full 're-audit'
 - Reported after audit completion

Management Action Plans

Audit Review Process

Project Name	Dept.	Report Date	Short Recommendation/Issue	Target Date	Mgmt Status Assertion	Audit Verification
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Management Assertion

- Complete
- On-schedule
- Behind schedule

Audit Verification

- Verified w/out exception
- Verified w/ exception
- Verification pending

Management Action Plans

Summary

Total Recommendations	59	
Management Assertion		
Complete	49	83%
On schedule	6	10%
Behind	4	7%
	59	
Audit Verification		
Verified w/out exception	32	
Verified w/ exception	4	
Verification pending	13	
	49	

Outstanding Audit Recommendation Status

as of July 31, 2024

August 13, 2024 Audit Committee Meeting

Project #	Project Name	Dept.	Report Date	Short Recommendation	Target Date	Management Status Assertion (1)	Audit Verification (2)	New Target Date (if behind)
AU22-038	PW Traffic Signals	PW	3/22/2023	Director of Public Works consolidate and organize existing policies and procedures that cover the management and maintenance of the City's traffic signal network and continue developing new policies and procedures, as needed.	9/30/2024	On Schedule	On Schedule	
				Director of Public Works review the preventative maintenance schedule to ensure it is complete, establish a process for ensuring the preventative maintenance schedule is updated periodically, and ensure maintenance is completed on the eight signals we identified as not being on the schedule	3/31/2024	Complete	Verified w/out exception	
AU22-F01	Aviation Facilities Maintenance F/U	Aviation	5/1/2023	Aviation Director ensure maintenance schedules are followed and properly documented.	9/30/2023	Complete	Verified w/out exception	
				The Director of Aviation establish periodic review to ensure users have appropriate access to NetFacilities.	6/30/2023	Complete	Verified w/out exception	
AU22-041	Heavy Equipment Fleet Operations	SWMD	6/1/2023	Anomalies in inventory records	12/1/2023	Complete	Verified w/out exception	
				Preventive maintenance not reported accurately	6/1/2024	Complete	Verified with exception	9/30/2024
				FASTER Web user access reports not available	12/1/2023	Complete	Verified w/out exception	
				SWMD has been unable to calculate its performance measures for fleet operations since April 2022.	6/1/2024	Complete	Verified w/out exception	
				Preventive maintenance cycles are not always entered consistently for assets with the same make, model, and conditions of use.	6/1/2024	Behind Schedule	Verification Pending	9/30/2024
				SWMD does not have handheld scanning devices for receiving and issuing inventory.	6/1/2025	On Schedule	On Schedule	
AU21-013	Finance Accounts Receivable	Finance	7/27/23	Finance and City Departments did not retain support documentation for the creation and modification of customer accounts.	1/31/2024	Complete	Verified w/out exception	3/31/2024
				City Departments do not maintain documentation support of their customer account collection efforts.	6/30/2023	Complete	Verified w/out exception	
				Inconsistent methodology for estimating the allowance for doubtful accounts.	9/30/2023	Complete	Verification Pending	3/31/2024
				User access is not appropriate for users with access to create customers, billing, and payment posting roles.	Complete	Complete	Verified w/out exception	
AU23-011	Proper West Contract	EDD	9/26/2023	EDD Director establishes a contract administration plan and conduct periodic monitoring procedures to ensure the City and PWSA are in compliance with the contractual terms of the Funding Agreement. Also, take corrective action as needed to resolve current issues identified.	12/31/2023	Complete	Verified w/out exception	

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AU22-005	Finance JOC Pools	Finance	10/3/2023	The Director of Finance and Procurement Departments collaborate with departments who frequently use contractor pools to create policies and procedures	3/31/2024	Complete	Verified w/out exception	
AU23-024	ITSD Contract Administration	ITSD	10/5/2023	The Chief Information Officer should develop policies and procedures for departmental contract monitoring with clear expectations and responsibilities.	12/31/2024	On Schedule	Verification Pending	
				The Chief Information Officer should establish controls to ensure that all contracts (including DIR contracts) contain sufficient insurance requirements commensurate with the contract's risk.	Complete	Complete	Verified w/out exception	
				The Chief Information Officer should establish controls to ensure that ITSD contracts are set up correctly in CCMS at contract execution and that they are assigned to the correct individual and are properly monitored.	3/31/2024	Complete	Verified w/out exception	
AU23-002	Aviation Fleet Operations	Aviation	1/10/2024	Director of Airports: 1) Ensure existing controls (i.e., supervisor approvals) over parts ordering are executed as intended, and 2) Parts ordering/receiving processes are updated to reflect current practices	12/21/2023	Complete	Verified w/out exception	
				1) Update procedures surrounding inventory management and parts work order assignment, and 2) Evaluate tool inventory management processes to determine if inventory duties can be segregated.	3/31/2024	Complete	Verified w/out exception	
				1) Adjust preventative maintenance schedules for assets as appropriate and 2) Adjust current processes over asset entry into FASTERWeb to ensure appropriate assignment of preventative maintenance.	4/30/2024	Complete	Verified w/out exception	
AU23-023	ITSD Active Directory – Confidential	ITSD	1/24/2024	Confidential	3/31/2024	Complete	Verified with exception	
				Confidential	3/31/2024	Complete	Verified with exception	
				Confidential	10/31/2023	Complete	Verified with exception	
				Confidential	10/31/2023	Complete	Verified w/out exception	
				Confidential	10/31/2023	Complete	Verified w/out exception	
				Confidential	3/31/2024	Complete	Verified w/out exception	
				Confidential	7/31/2023	Complete	Verified w/out exception	

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AU23-031	SAPD Community Crime Prevention Prog	SAPD	1/24/2024	The Police Chief establish a policy that creates minimum requirements for documenting and retaining, in accordance with state requirements, SAPD's monitoring efforts.	12/1/2023	Complete	Verified w/out exception	
				The Police Chief develop a procedure to ensure a performance measure is created for each project or activity held by a contract and monitor outcomes to verify the desired results are achieved.	12/1/2023	Complete	Verified w/out exception	
				The Police Chief ensure the department staff is verifying the insurance obtained by each contractor meets the requirements of the contracts of the Community Crime Prevention Program.	2/1/2024	Complete	Verified w/out exception	
AU23-001	ACS Rescue Group Contracts	ACS	2/15/2024	ACS Director ensure: • Key contractual requirements are monitored for compliance through the use of a CAP. • Periodic inspections are performed for all rescue partners, and	5/1/2024	Complete	Verified w/out exception	
				ACS Director, in collaboration with ITSD: Improve building and system access controls and reviews.	5/1/2024	Complete	Verified w/out exception	8/31/2024
AU23-009	DSD Code Enforcement	DSD	2/15/2024	The DSD Director should: 1. Require DSD personnel to use Accela as the system of record so that all documentation related to complaints, inspections, work orders, and cases is in one location. 2. Update Accela SOPs 3. Implement the ability to cancel a work order in Accela.	1. 1/4/2024 2. 1/16/2024 3. 12/10/23	Complete	Verification Pending	
				The Director of DSD should: 1. Overhaul its code enforcement and graffiti SOPs, 2. Ensure there is only one definition of each performance measure, 3. Ensure the tier levels have consistent attributes for all violations in that tier	1. 1/31/24 2. 1/31/24 3. 4/30/25	Complete	Verification Pending	
				The DSD Director should update Code Enforcement SOPs to be consistent with the legal requirements for right of entry that clearly states that verbal consent is permitted and sufficient to legally enter private premises.	11/22/2023	Complete	Verified w/out exception	

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				The DSD Director should work with Finance to require a bill be provided to the payee noting any outstanding balances or full payment rendered any time a payment is received.	4/30/2024	Complete	Verified w/out exception	
				The DSD Director should ensure that each person has their own login to Accela including trainees.	1/4/2024	Complete	Verification Pending	
AU22-021	HR Discrimination Complaint Process (Conf)	HR	2/15/2024	Confidential	2/29/2024	Complete	Verification Pending	
				Confidential	2/29/2024	Complete	Verification Pending	
AU23-006	CSF Rigging and AV Contracts	CSF	3/21/2024	Establish requirements to ensure Encore provides supporting documentation for invoices in a format that enables the City to reconcile total commission revenue due to the City.	4/30/2024	Complete	Verified w/out exception	
				Establish procedures to ensure periodic inspections are performed after rigging set-up is completed prior to start of events	5/30/2024	Complete	Verified w/out exception	
				Ensure existing controls are executed as intended to ensure that contractors are properly monitored for appropriate access.	5/30/2024	Behind Schedule	Verification Pending	9/16/2024
				Amend the contract and/or establish criteria for satisfactory background check results and require Encore to certify for accuracy.	3/30/2024	Complete	Verified w/out exception	
AU23-032	PreK 4 SA Transportation Contract	Pre-K	4/4/2024	Ensure bus driver qualification documentation is requested and reviewed for adequacy. Additionally, key contractual requirements be monitored for compliance through the use of a CAP.	3/5/2024	Behind Schedule	Verification Pending	8/31/2024
				Establish controls to confirm the accuracy of transportation costs billed to the City.	3/5/2024	Complete	Verification Pending	
AU23-038	Ready to Work Program	Workforce	4/15/2024	WDO Executive Director increase monitoring of the Prime agencies to ensure they are adhering to the contractual scope of services.	4/11/2024	Complete	Verification Pending	
				WDO and the Prime agencies should work together to develop a plan to achieve compliance with the SBEDA goals prior to contract completion	4/12/2024	Behind Schedule	Verification Pending	8/31/2024

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AU24-026	NHSD Incentive Programs	NHSD	4/15/2024	Establish adequate monitoring procedures to ensure the metrics reported on the Affordable Housing Dashboard are accurate	5/31/2024	Complete	Verification Pending	
AU23-025	ITSD Surveillance Cameras (Confidential)	ITSD	5/1/2024	Confidential	7/31/2024	On Schedule	On Schedule	
AU23-019	HR Recruiting	HR	5/16/2024	Increase documentation of recruitment efforts and tracking.	10/31/2023	Complete	Verification Pending	
				Maintain documentation in accordance with retention standards.	7/31/2024	Complete	Verified w/out exception	
				Refine and implement user access reviews.	7/31/2024	Complete	Verification Pending	
				Improve staff training for users of NeoGov.	7/31/2024	Complete	Verification Pending	
AU23-029	Property and Evidence Room	SAPD	5/16/2024	The Chief of Police should assess the risks associated with these batteries and work with the Fire Chief to develop a fire safety / hazardous materials plan for the Property Room.	9/30/2024	On Schedule	On Schedule	
				The Chief of Police should ensure that a high-level COOP is developed for the Property Room	9/30/2024	On Schedule	On Schedule	
				The Chief of Police should: Ensure that follow-up units submit SANE kits for testing to the assigned Property Control Agent in time for the Property Control Agent to send them to the lab for testing within 30 days of receipt by SAPD.	7/1/2024	Complete	Verified w/out exception	
				The Chief of Police should ensure periodic reviews of FileOnQ user access and assigned roles are performed in accordance with AD 7.8d	6/30/2024	Complete	Verification Pending	

Note (1) For Management Status Assertion, options are:

Complete - Action plan to address audit recommendation is complete and implemented.

On-Schedule - Action plan to address audit recommendation is on schedule to be completed by target date.

Behind Schedule - Action plan is not on schedule to be completed by target date or has missed target date.

Note (2) For Audit Verification options are:

Verified w/o exception - Audit has tested the updated process and verified it is implemented and working as intended.

Verified with exception - Audit has tested the updated process and has determined implementation is not complete or working as intended.

On Schedule - Audit has verification planned when action plan is completed.

Verification Pending - Audit verification is delayed due to delay in action plan implementation or due to scheduling conflicts.

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