Audit Committee

Summary of Management Action Plans

Presented by: Kevin Barthold, City Auditor

January 9, 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

Management Assertion

- – Complete
- – On-schedule
- – Behind schedule

Audit Verification

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

Management Action Plans
Summary

Total Recommendations	49	
Management Assertion		
Complete	36	73%
On schedule	9	18%
Behind	4	8%
	49	
Audit Verification		
Verified w/out exception	36	
Verified w/ exception	0	
Verification pending	0	
	36	

Project Name	Dept.	Report Date	Short Recommendation	Target Date	Management Status Assertion (1)	Audit Verification (2)
ITSD Windows Server Vulnerability Follow-up (Confidential)	ITSD	8/10/2021	Confidential	12/31/2022	Complete	Verified w/out exception
			Confidential	5/3/2021	Complete	Verified w/out exception
			Confidential	12/31/2022	Complete	Verified w/out exception
			Confidential	8/10/2021	Complete	Verified w/out exception
Storm Water FILO Program	PW	10/5/2021	Ensure payments are received prior to recording of plats.	2/1/2022	Complete	Verified w/out exception
			Clarify requirement for engineer's certification of projects.	10/30/2022	Complete	Verified w/out exception
			Establish formal procedures for holding payments and seek approval from Finance if longer than 24 hours.	1/1/2022	Complete	Verified w/out exception
			Ensure accuracy of data. Move toward automating process to eliminate manual redundancies in process.	6/30/2023	Complete	Verified w/out exception
Finance VMF Follow-up	Finance	10/18/2022	Policy and procedures are not current.	12/31/2022	Complete	Verified w/out exception
			VMF file reviewed to ensure accurate data and identify anomalies.	3/31/2023	Complete	Verified w/out exception
			Adequate controls are not in place for transmission and storage of data	12/31/2022	Complete	Verified w/out exception
SAFD Arson Division	Fire	11/16/22	The evidence listed in FileOnQ does not match the actual evidence located in the Arson Temporary Evidence Locker.	8/31/2022	Complete	Verified w/out exception
			The Arson Temporary Evidence Locker is lacking security camera surveillance.	3/1/2023	Complete	Verified w/out exception
			User access for FileOnQ is not routinely terminated when SAFD employees leave the Bureau and privileges given to some Bureau employees are not appropriate	7/25/2022	Complete	Verified w/out exception
			The Bureau's policies and procedures have not been formally approved or implemented and are not yet comprehensive.	7/25/2022	Complete	Verified w/out exception
			Policies and procedures for addressing complaints against Bureau investigators have not been developed.	12/31/2022	Complete	Verified w/out exception
			Currently, the Bureau uses a single performance metric to assess its effectiveness, the Case Closure Rate, and there are no policies and procedures describing how it should be calculated. It also does not reflect the entirety of the Bureau's case load.	3/30/2023	Complete	Verified w/out exception

Project Name	Dept.	Report Date	Short Recommendation	Target Date	Management Status Assertion (1)	Audit Verification (2)
Finance Asset Capitalization	Finance	12/14/22	Sufficient supporting documentation indicating the performance of physical inventory counts for 5 of 8 City departments was not obtained.	12/22/2022	Complete	Verified w/out exception
			Department asset disposal procedures are not consistent with City policies.	9/30/2022	Complete	Verified w/out exception
			Access to City asset records is not appropriately restricted.	8/31/2022	Complete	Verified w/out exception
SWMD City Fees Billed by CPS	SWMD	3/13/23	1. Perform a review of potential exception listings (at least on a sample basis) and resolve identified issues	9/30/2023	Complete	Verified w/out exception
			2. Develop a process to identify and address potential billing issues on a continuous basis	9/30/2023	Complete	Verified w/out exception
			3. Develop comprehensive policies and procedures to document current practices (to include responsibilities by SWMD and CPSE)	9/30/2023	Complete	Verified w/out exception
SAPD Park Police	Police	3/22/2023	Continue to pursue the staffing adjustment proposal to increase officer availability and address current patrol needs and review the minimum staffing and priority requirements to ensure requirements are still in line with current needs.	4/30/2023	Complete	Verified w/out exception
			Implement controls to ensure reported numbers are compiled accurately and review and correct past reported data.	~~7/31/2023~~ 1/31/2024	Behind Schedule	Verification Pending
			Maintain Park Police ammunition supply at the SAPD firing range. In addition, update general manual procedures to reflect all adjusted practices.	3/31/2023	Complete	Verified w/out exception
			Evaluate the bike parts management processes to determine where duties can be segregated so that parts ordering, inventory, and assignment are not managed by a single individual.	2/28/2023	Complete	Verified w/out exception
			implement controls to ensure that deprovisioning requests are sent to ITSD on the last day of employment.	2/28/2023	Complete	Verified w/out exception

Project Name	Dept.	Report Date	Short Recommendation	Target Date	Management Status Assertion (1)	Audit Verification (2)
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	On Schedule	On Schedule
Aviation Facilities Maintenance Follow-up	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
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	On Schedule	On Schedule
			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	On Schedule	On Schedule
			Preventive maintenance cycles are not always entered consistently for assets with the same make, model, and conditions of use.	6/1/2024	On Schedule	On Schedule
			SWMD does not have handheld scanning devices for receiving and issuing inventory.	6/1/2025	On Schedule	On Schedule
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	On Schedule	On Schedule
			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~~ 3/31/2024	Behind Schedule	Verification Pending
			User access is not appropriate for users with access to create customers, billing, and payment posting roles.	Complete	Complete	Verified w/out exception

Outstanding Audit Recommendation Status
as of December 31, 2023
January 9, 2024 Audit Committee

Project Name	Dept.	Report Date	Short Recommendation	Target Date	Management Status Assertion (1)	Audit Verification (2)
HR Employee Master Data	HR	8/23/2023	New hire information, when manually input, is not consistently input into SAP accurately.	~~10/31/2023~~ 1/31/2024	Behind Schedule	Verification Pending
			HR personnel, within the HIPAA covered component, are not completing required HIPAA training.	7/31/2023	Complete	Verified w/out exception
SAFD HazMat	SAFD	9/8/2023	Roles and responsibilities performed by SAFD and DSD divisions involved in the HazMat facility identification process are not formally defined or adhered to.	5/31/2023	Complete	Verified w/out exception
			Notice of violations (where applicable) are not consistently issued and facilities are not consistently subjected to re-inspection.	10/1/2023	Complete	Verified w/out exception
			HazMat permit holders were billed inaccurately and reconciliations are not performed between Accela and SAP.	~~11/30/2023~~ 1/31/2024	Behind Schedule	Verification Pending
			Accela system issues reported by SAFD remain unresolved due to incorrect and/or missing HazMat permit holder data in Accela.	ongoing	On Schedule	Verification Pending
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	On Schedule	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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