



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 3

**Agenda Date:** September 12, 2023

**In Control:** Audit Committee

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**DEPARTMENT:** Office of the City Auditor

**DEPARTMENT HEAD:** Kevin Barthold

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Acceptance of the Office of the City Auditor Report AU23-020 Audit of Human Resources Employee Master Data.

**SUMMARY:**

Determine if employee master data is accurate and appropriate quality assurance processes are in place.

**BACKGROUND INFORMATION:**

Background

The Human Resources (HR) Department is comprised of several different groups, including the Recruitment Team and Employee Relations Team.

The Recruitment Team coordinates interviews, processes new hire information, and oversees the

new employee onboarding process. The team uses NeoGov software to perform these duties, which then interfaces with SAP.

The Employee Relations Team performs a manual process to capture required information that is not initially collected. Additionally, the Employee Relations Team aids in employee information changes and updates employee information as needed. Examples of changes include:

Employee-initiated – Name, direct deposit, and address changes

Management-initiated – Position, salary changes, and separations

All employee information is maintained within the Employee Master Data File. Currently, there are approximately 13,100 active employees.

### Scope & Methodology

The audit scope was October 2021 through March 2023 and included a review of the accuracy of new hire data, change management, separations processes, HIPAA training, and user access for relevant systems.

### Conclusion

Employee master data is accurate and appropriate quality assurance processes are in place. The HR Department currently has adequate controls in place to ensure employee data transferred from NeoGov to SAP is effective. Furthermore, employee changes and separations are accurate, timely, and have appropriate documentation.

However, there are opportunities to improve on the accuracy of manually input employee data and HIPAA training completion. We made recommendations to improve these areas. Management agreed with the recommendations and developed positive corrective action plans.

### **ISSUE:**

This item is presented to the Audit Committee for acceptance.

### **FISCAL IMPACT:**

NA

### **ALTERNATIVES:**

NA

### **RECOMMENDATION:**

Staff recommends acceptance of this report.