Office of the City Auditor
Performance Report and Audit Plan

The people elect an auditor to keep an independent watch over city operations and the resources they have provided to the government.

OUR PERFORMANCE FOCUS

PROJECTS COMPLETED
PERFORMING QUALITY WORK
CUSTOMER SATISFACTION
EFFICIENCY AND EFFECTIVENESS

AUDIT PROJECTS COMPLETED
We issued eight reports in fiscal year 2019

1. Water and Sewer Asset Management
2. Payroll Data Analytics
3. Purchasing Card Data Analytics
4. Results Driven Contracting
5. Oklahoma Quality Foundation
6. Ethics Hotline Statistics Fiscal Years 2017-2019
7. FY18 Annual Report
8. Sensitive Payments Review FY17

SPECIAL REQUESTS COMPLETED
We provided advisory services to add value and improve operations for the City of Tulsa, including:

- Customer service plan implementation
- Ethics hotline investigations
- Fees for services working group
- Health insurance working group
- Urban Data Pioneers
QUALITY ASSURANCE REVIEW

An internal quality review team is completing a limited scope review to determine compliance with The International Standards for the Professional Practice of Internal Auditing of The Institute of Internal Auditor. The review team has concluded our department GENERALLY CONFORMS with the Standards in the scope of the project.

CUSTOMER SATISFACTION

<table>
<thead>
<tr>
<th>Evaluation Topic</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of internal audit activity</td>
<td>3.6</td>
</tr>
<tr>
<td>Audit process and report</td>
<td>3.7</td>
</tr>
<tr>
<td>Audit staff</td>
<td>3.7</td>
</tr>
<tr>
<td>Audit quality and value</td>
<td>3.7</td>
</tr>
</tbody>
</table>

OVERALL SCORE – 3.7 on a 4 point scale
Based on a survey of City managers audited during fiscal year 2019

PERCENT OF AUDIT RECOMMENDATIONS ACCEPTED

Managers who receive audit recommendations have the option of accepting or declining recommendations. We measure our effectiveness based on the percentage of recommendations accepted.

<table>
<thead>
<tr>
<th></th>
<th>Accepted</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY18</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>FY19</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>

STAFF DIRECT TIME TO AVAILABLE TIME

Direct time is a measurement of how much time auditors spend directly on audit projects during the time they are at work. We measure this to assess our efficiency.

<table>
<thead>
<tr>
<th></th>
<th>Direct Hours</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY18</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>FY19</td>
<td>75%</td>
<td></td>
</tr>
</tbody>
</table>
CITY-WIDE RISK ASSESSMENT

The Office of the City Auditor follows the International Standards for the Professional Practice of Internal Auditing of the Institute of Internal Auditors, which requires selection of audit projects to be based on a risk assessment process. Audit staff asked department directors and other City leaders to share their thoughts on the City’s most significant risks. The following table summarizes the results.

<table>
<thead>
<tr>
<th>Highest Risk Areas</th>
<th>Number of times cited</th>
<th>Related FY20 audit project</th>
</tr>
</thead>
</table>
| Human Resources/Staffing   | 16                    | ▶ Overtime
                               |                       | ▶ Employee Pay/Staffing
                               |                       | ▶ Employee Performance Planning and Review
                               |                       | ▶ Payroll/Kronos
| Technology                 | 14                    | ▶ Police/Courts Records Management System                      |
| Operations                 | 12                    | ▶ Succession Planning
                               |                       | ▶ Fees for Services
                               |                       | ▶ Capital Projects/Construction Contracts
                               |                       | ▶ Goals/Key Performance Indicators
| Financial                  | 11                    | ▶ Accounts Payable
                               |                       | ▶ Financial Systems Data Analytics
                               |                       | ▶ Budget Prioritization |
# Audit Plan

**Fiscal Year Ending June 30, 2020**

<table>
<thead>
<tr>
<th>Project</th>
<th>Hours</th>
<th>Departments Included</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-Process Projects</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overtime</td>
<td>500</td>
<td>City-wide</td>
</tr>
<tr>
<td>Succession Planning</td>
<td>500</td>
<td>City-wide</td>
</tr>
<tr>
<td>Employee Pay and Staffing</td>
<td>300</td>
<td>City-wide</td>
</tr>
<tr>
<td>Fees for Services</td>
<td>300</td>
<td>City-wide</td>
</tr>
<tr>
<td>Capital Projects/Construction Contracts</td>
<td>200</td>
<td>Engineering Services</td>
</tr>
<tr>
<td>FY18 Sensitive Payments Review</td>
<td>200</td>
<td>City-wide</td>
</tr>
<tr>
<td>Financial Systems Internal Control - Purchasing</td>
<td>100</td>
<td>Finance</td>
</tr>
<tr>
<td>FY18 Report of Management Actions</td>
<td>100</td>
<td>City-wide</td>
</tr>
<tr>
<td>FY18 Internal Quality Assurance Review</td>
<td>100</td>
<td>Internal Auditing</td>
</tr>
<tr>
<td><strong>Carried-Forward from Prior Year</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Budget Prioritization</td>
<td>500</td>
<td>Finance</td>
</tr>
<tr>
<td>Employee Performance Planning and Review</td>
<td>500</td>
<td>City-wide</td>
</tr>
<tr>
<td>Goals/Key Performance Indicators</td>
<td>500</td>
<td>City-wide</td>
</tr>
<tr>
<td>Payroll/Kronos</td>
<td>500</td>
<td>Human Resources/Finance</td>
</tr>
<tr>
<td>Police/Courts Records Management System</td>
<td>500</td>
<td>Police/Courts</td>
</tr>
<tr>
<td><strong>New Projects</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Systems Internal Control – Accounts Payable</td>
<td>1000</td>
<td>Finance</td>
</tr>
<tr>
<td>Financial Systems Data Analytics</td>
<td>1000</td>
<td>Finance</td>
</tr>
<tr>
<td><strong>Special Projects</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merit Grievance Investigation</td>
<td>750</td>
<td></td>
</tr>
<tr>
<td>Discriminance Grievance Investigation</td>
<td>750</td>
<td></td>
</tr>
<tr>
<td>Courts Cashiering</td>
<td>250</td>
<td></td>
</tr>
<tr>
<td>Reserve for special projects and miscellaneous audit time</td>
<td>900</td>
<td></td>
</tr>
<tr>
<td><strong>On-Going Projects</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sensitive Payments Review – FY19</td>
<td>300</td>
<td>City-wide</td>
</tr>
<tr>
<td>Report of Management Actions – FY19</td>
<td>250</td>
<td>City-wide</td>
</tr>
<tr>
<td>Internal Quality Assurance Review – FY19</td>
<td>250</td>
<td>Internal Auditing</td>
</tr>
<tr>
<td>Annual Risk Assessment/Audit Planning – FY21</td>
<td>250</td>
<td>City-wide</td>
</tr>
<tr>
<td>Ethics Hotline Support</td>
<td>250</td>
<td>City-wide</td>
</tr>
</tbody>
</table>