

SCORECARD DETAIL-Audit and Management Services

Details - Base View

None Initiatives Processes

Base

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Monitor Auditee Corrective Actions (ES1-1)</u>					
<u>Complete planned follow-up audits.</u>	FY10 Q3	▼ 0 %	65 %	▼ 17 %	195 %
<u>Communicate Audit Results Timely (ES1-1)</u>					
<u>Issue draft reports within 90 days of fieldwork completion.</u>	FY10 Q3	▼ 29 %	55 %	▼ 46 %	55 %
ES1 -1 <u>Conduct Training to Enhance Operational Effectiveness</u>					
<u>Conduct Training Session for Targeted Departments</u>	FY10	▲ 0	0	n/a	n/a

2.0 Financial

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Meet Budget Targets (Audit and Management Services)</u>					
<u>Expen: Total (Audit & Mgmt Svcs)</u>	FY10 Q3	▲ \$1,271 K	\$1,490 K	▲ \$4,247 K	\$4,472 K
<u>Revenue: Total (Audit & Mgmt Svcs)</u>	FY10 Q3	▼ \$0 K	\$1,329 K	▼ \$0 K	\$3,988 K
<u>Positions: Full-Time Filled (AMS)</u>	FY10 Q3	▼ 51	(53 - 54)	n/a	(n/a - n/a)
<u>Sound asset management and financial investment strategies - Audit</u>					
<u>Audit Assessments Collected</u>	FY10 Q3	▲ \$381,554	\$375,000	▲ \$4,625,103	\$1,125,000
<u>Audit Reports or Deliverables</u>	FY10 Q3	▲ 7	5	▼ 27	35
<u>Complete Risk Assessment Analysis and Develop Audit Plan</u>	FY09	▲ 100 %	100 %	n/a	n/a
<u>Net Audit Assessment</u>	FY10 Q3	▲ \$7,666,710	\$1,000,000	▲ \$7,825,383	\$2,000,000
<u>Budget Implementation FY 09-10 (AMS)</u>					

3.0 Internal

There are no objectives linked to this Perspective

4.0 Learning and Growth

Name	As of Date	Actual	Business	FYTD	FYTD Goal
------	------------	--------	----------	------	-----------

				Plan Goal	Actual	
<u>Staff Development and Certification</u> (ES5-2 & ES5-4)						
<u>Audit Staff Professionally Certified</u>	FY10 Q3	53 %	55 %	52 %	55 %	
<u>Complete Evaluations Within 30 Days After Due Date.</u>	FY10 Q3	57 %	90 %	76 %	90 %	
<u>Continuing education hours</u>	FY10	4	40	n/a	n/a	
<u>Hold Quarterly Staff Meetings</u>	FY10 Q3	1	1	3	3	
<u>Maintain a High Training Satisfaction Rate.</u>	FY10	0 %	95 %	n/a	n/a	
Scorecard Exception Report Business Plan Reports						

Scorecard Owners: [Jackson, Cathy](#) [McKee, Nancy](#)

Linked Objects

[Hide All](#)

Child Scorecards

There are no scorecards linked at this time.

Parent Scorecards

Owners

[County Manager's Scorecard](#)

[Burgess, George](#)

Objectives

Owners

[Monitor Auditee Corrective Actions \(ES1-1\)](#)

[Jackson, Cathy](#)
[McKee, Nancy](#)

[\(1.0\) Communicate Audit Results Timely \(ES1-1\)](#)

[Jackson, Cathy](#)
[McKee, Nancy](#)

[\(ES1-1\) Conduct Training to Enhance Operational Effectiveness](#)

[McKee, Nancy](#)

[\(ES8.2.1.03\) Meet Budget Targets \(Audit and Management Services\)](#)

[Jackson, Cathy](#)
[McKee, Nancy](#)

[\(ES8.1.3\) Sound asset management and financial investment strategies - Audit](#)

[Jackson, Cathy](#)
[McKee, Nancy](#)

[Budget Implementation FY 09-10 \(AMS\)](#)

[Jackson, Cathy](#)

[Staff Development and Certification \(ES5-2 & ES5-4\)](#)

[Jackson, Cathy](#)
[McKee, Nancy](#)

Program Groups

There are no program groups linked at this time.

Initiatives

	Type	As Of	\$					%	Status	Owners
Eliminate 6 positions in Audit Services (AMS-1)		10/31/2009						100%	Complete	Jackson, Cathy

Processes

There are no processes linked at this time.

REFERENCE CENTER

Action Items

[Show Details](#)  

Due Date	Status	Action	Owners
No Action Items to Report			
 Open	 Overdue		

Comments

Author/Date	Comment	Show All
Nadia Rodriguez 08/24/2007	Planned follow-up audits (measure) have reduced. Expenditures are under budget due to vacancies. Working with ETSD to advertise current vacant positions. Professionally certified staff measure is down to 45%, working with local universities to recruit.	Edit

External Links



 [Business Plan](#)

Attached Documents



Last Updated **Checked Out By**

Customer Perspective

Objective Name **Owner(s)**

Monitor Auditee Corrective Actions (ES1-1) Cathy Jackson Nancy McKee Audit Management Services

Conduct follow-up audits to assure key audit findings are appropriately and timely addressed.

Initiatives Linked To Objective **Owner(s)** **GrandParent Objectives**

Parent Objectives

Measure **Owner(s)**

Complete planned follow-up audits. Cathy Jackson Nancy McKee

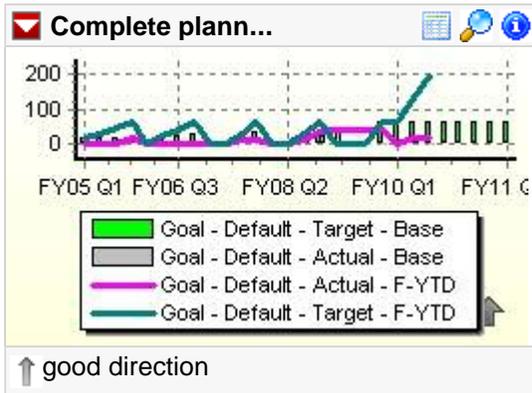
Performance

Ind	Actual	Target	Variance	Date
<input checked="" type="checkbox"/>	0 %	65 %	(65) %	FY10 Q3

Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name

Owner(s)

Communicate Audit Results Timely (ES1-1)

Cathy Jackson Nancy McKee Audit Management Services

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measure

Owner(s)

Issue draft reports within 90 days of fieldwork completion.

Cathy Jackson Nancy McKee

Performance

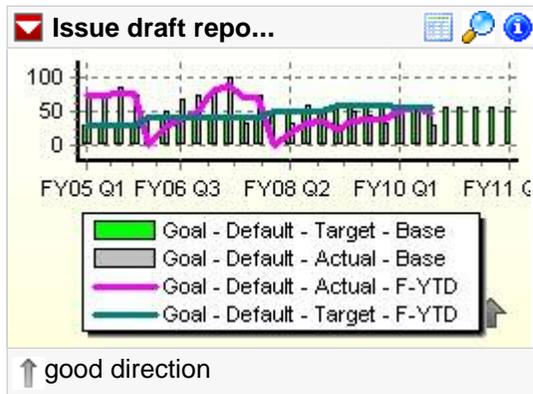
Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
☑	29 %	55 %	(26) %	FY10 Q3

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name	Owner(s)
----------------	----------

(ES1-1) Conduct Training to Enhance Operational Effectiveness	Nancy McKee Audit Management Services
---	---------------------------------------

Conduct at least one training session annually for targeted departments.

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
---------------------------------	----------	------------------------

Parent Objectives

Measure	Owner(s)
---------	----------

Conduct Training Session for Targeted Departments	Cathy Jackson Nancy McKee
---	---------------------------

Conduct at least one training session to targeted departments

Performance	Initiatives Linked To Measure	Owner(s)
-------------	-------------------------------	----------

Ind	Actual	Target	Variance	Date
	0	0	0	FY10

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets (Audit and Management Services)	Cathy Jackson Nancy McKee Audit Management Services

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measure

Owner(s)

Expen: Total (Audit & Mgmt Svcs) Cathy Jackson Nancy McKee

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

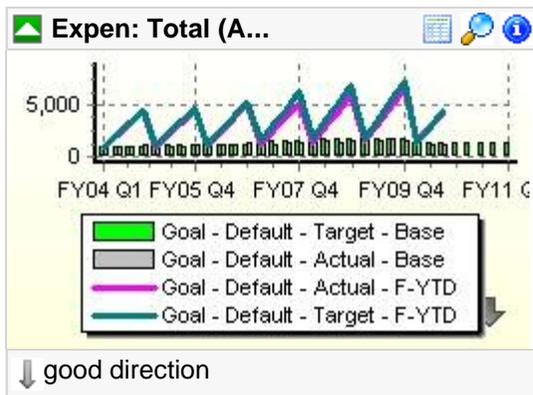
Ind	Actual	Target	Variance	Date
▲	\$1,271 K	\$1,490 K	\$219 K	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Expen: Personnel (AMS)	\$1,181	\$1,329	FY10 Q3
▲	Expen: Other Operating (AMS)	\$88	\$156	FY10 Q3
▲	Expen: Capital (AMS)	\$2	\$6	FY10 Q3
▲	Expen: Non-Operating (AMS)	\$0 K	\$0 K	FY10 Q3



Measure

Owner(s)

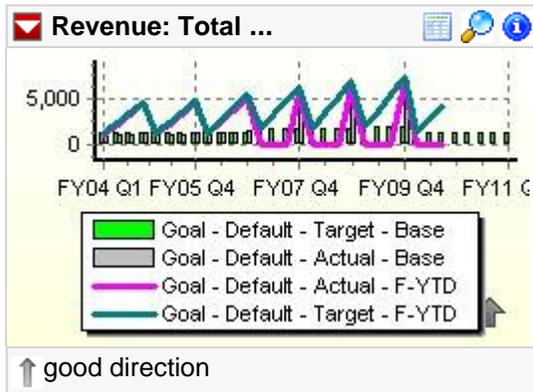
Revenue: Total (Audit & Mgmt Svcs)

Cathy Jackson Nancy McKee

Total revenue in \$1,000s (from FAMIS)

Performance

Ind	Actual	Target	Variance	Date
▼	\$0 K	\$1,329 K	\$(1,329) K	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Revenue: Carryover (AMS)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Interagency/Intradepartmental (AMS)	\$0 K	\$0 K	FY10 Q3
▼	Revenue: General Fund (AMS)	\$0 K	\$1,101 K	FY10 Q3
▼	Revenue: Proprietary (AMS)	\$0 K	\$390 K	FY10 Q3
▲	Revenue: State (AMS)	\$0 K	\$0 K	FY10 Q3
▲	Revenue: Federal (AMS)	\$0 K	\$0 K	FY10 Q3

Measure

Owner(s)

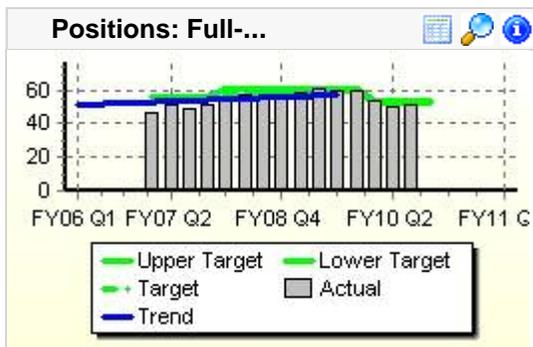
Positions: Full-Time Filled (AMS)

Cathy Jackson Nancy McKee

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Target	Variance	Date
▼	51	54	(3)	FY10 Q3



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

Objective Name**Owner(s)**

Sound asset management and financial investment strategies - Audit Cathy Jackson Nancy McKee Audit Management Services

Use risk-based techniques to identify high risk/high-impact audit subjects in developing the audit plan. Produce constructive recommendations that promote high-impact, specific dollar savings, process improvements, or cost avoidance. Use computerized audit technology to conduct high-impact audits.

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

(ES8)Ensure the financial viability of the County through sound financial management practices

Parent Objectives

(ES8.1) Sound asset management and financial investment strategies (priority outcome)(ES8-1)

Measure**Owner(s)**

Audit Assessments Collected

Cathy Jackson Nancy McKee

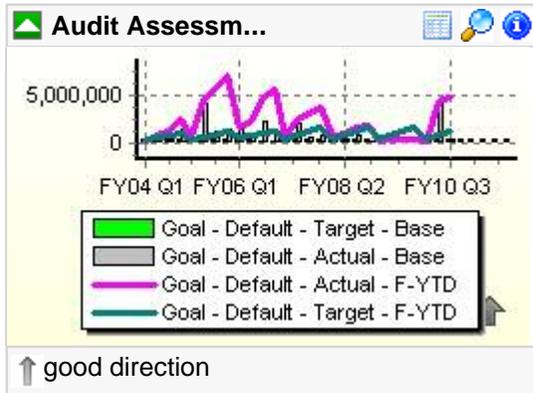
Audit assessments collected from current and prior years.

Performance**Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Target	Variance	Date
▲	\$381,554	\$375,000	\$6,554	FY10 Q3

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Audit Reports or Deliverables

Cathy Jackson Nancy McKee

Number of audit reports or deliverables completed.

Performance

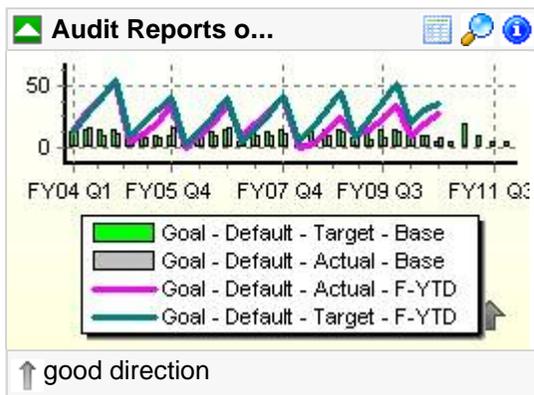
Ind	Actual	Target	Variance	Date
▲	7	5	2	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Complete Risk Assessment Analysis and Develop Audit Plan

Cathy Jackson Nancy McKee

Complete preliminary draft risk assessment report and audit plan for upcoming fiscal year by March 31 (Quarter 2).

Performance

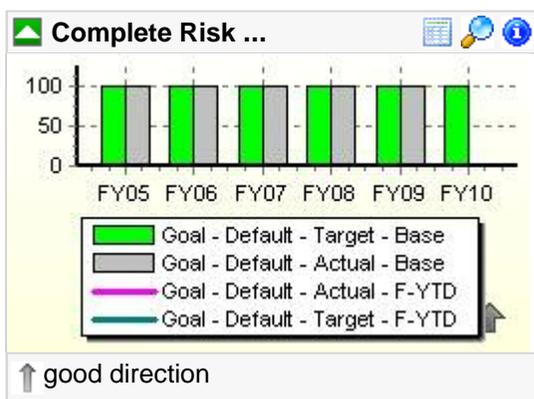
Ind	Actual	Target	Variance	Date
▲	100 %	100 %	0 %	FY09

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Net Audit Assessment

Cathy Jackson Nancy McKee

Amount of Audit Assessment

Performance

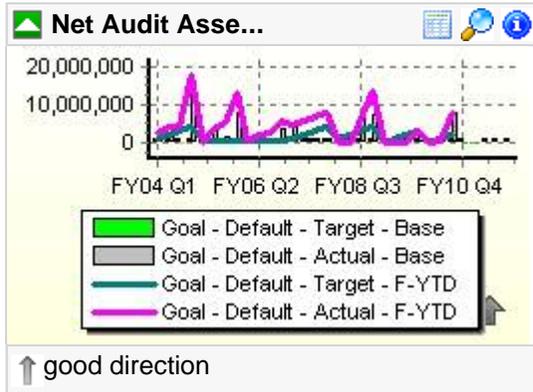
Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
▲	\$7,666,710	\$1,000,000	\$6,666,710	FY10 Q3

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Objective Name**Owner(s)**

Budget Implementation FY 09-10 (AMS)

Cathy Jackson

Initiatives Linked To Objective**Owner(s)**Eliminate 6 positions in Audit Services
(AMS-1)

Cathy Jackson

Eliminate 1 position in Administration
(AMS-2)

Cathy Jackson

GrandParent Objectives**Parent Objectives**

Learning and Growth Perspective

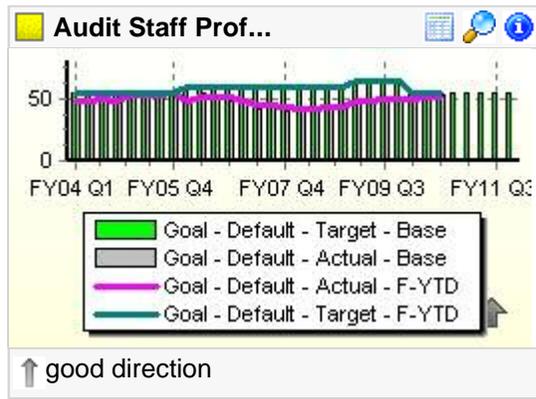
Objective Name	Owner(s)
Staff Development and Certification (ES5-2 & ES5-4)	Cathy Jackson Nancy McKee Audit Management Services
Identify staff needs and provide training. Maintain open communication with employees to promote healthy exchange of ideas. Complete annual reviews timely. Give hiring and promotional preference to certified individuals.	

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives	Parent Objectives
Complete Procedures Manual.	Cathy Jackson Nancy McKee		

Measure	Owner(s)
Audit Staff Professionally Certified	Cathy Jackson Nancy McKee
Percentage of audit staff with professional certifications.	

Performance				
Ind	Actual	Target	Variance	Date
■	53 %	55 %	(2) %	FY10 Q3

Initiatives Linked To Measure	Owner(s)			
Child Measures Linked To Measure				
Ind	Name	Actual	Target	Date



Measure

Owner(s)

Complete Evaluations Within 30 Days After Due Date.

Cathy Jackson Nancy McKee

Performance

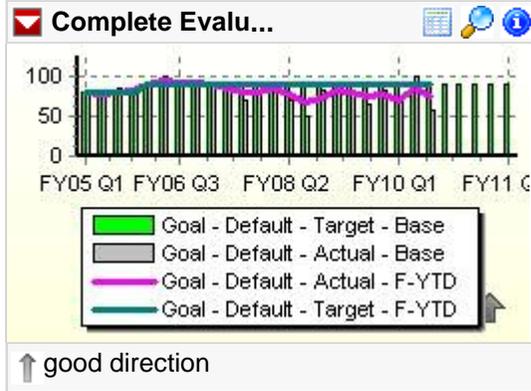
Ind	Actual	Target	Variance	Date
▼	57 %	90 %	(33) %	FY10 Q3

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure

Owner(s)

Continuing education hours

Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▼	4	40	(36)	FY10

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Measure**Owner(s)**

Hold Quarterly Staff Meetings

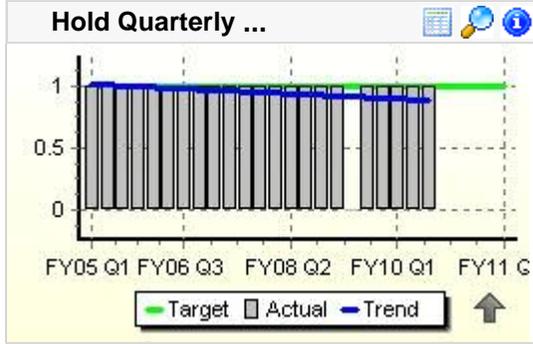
Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▲	1	1	0	FY10 Q3

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------

**Measure****Owner(s)**

Maintain a High Training Satisfaction Rate.

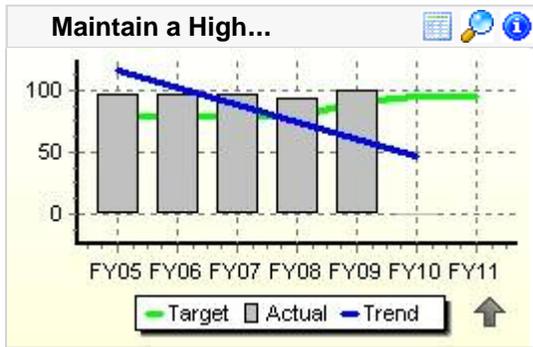
Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▼	0 %	95 %	(95) %	FY10

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Target	Date
-----	------	--------	--------	------



Initiatives Linked To Scorecard

	Type	As Of	\$	🕒	✓	!	🎯	%	Status	Owners
Eliminate 6 positions in Audit Services (AMS-1)		10/31/2009	▲	▲				100%	Complete	Jackson, Cathy

Open Action Items For Scorecard

Due Date	Action	Status	Owner(s)
----------	--------	--------	----------

