

1.0 Customer

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
<u>Monitor Auditee Corrective Actions (AMS)</u>					
Complete planned follow-up audits.	FY11 Q2	0 %	65 %	0 %	130 %
<u>Communicate Audit Results Timely (AMS)</u>					
Issue draft reports within 90 days of fieldwork completion.	FY11 Q2	44 %	55 %	72 %	55 %
<u>Conduct Training to Enhance Operational Effectiveness (AMS)</u>					
Conduct Training Session for Targeted Departments	FY11	0	1	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>					
Expen: Total (Audit & Mgmt Svcs)	FY11 Q2	\$1,395 K	\$1,491 K	\$2,753 K	\$2,982 K
Revenue: Total (Audit & Mgmt Svcs)	FY11 Q2	\$0 K	\$1,329 K	\$0 K	\$2,659 K
Positions: Full-Time Filled (AMS)	FY11 Q2	45	(48 - 49)	n/a	(n/a - n/a)

Budget Implementation: FY 10-11 (AMS)

Initiative Name	Type	As Of		%	Status	Owners
<u>Eliminate 2 vacant Audit Supervisor positions , and 3 vacant Associate Auditor positions. (AMS-1)</u>		n/a		n/a	n/a	Jackson, Cathy

Sound asset management and financial investment strategies (AMS)

<u>Net Audit Assessment</u>	FY11 Q2	\$22,545	\$1,000,000	\$65,401	\$1,000,000
<u>Audit Assessments Collected</u>	FY11 Q2	\$1,136,161	\$375,000	\$2,960,009	\$750,000
<u>Audit Reports or Deliverables</u>	FY11 Q2	9	10	20	30
<u>Complete Risk Assessment Analysis and Develop Audit Plan</u>	FY10	100 %	100 %	n/a	n/a

Budget Implementation FY 09-10 (AMS)

Initiative Name	Type	As Of		%	Status	Owners
<u>Eliminate 6 positions in</u>		10/31/2009		100%	Complete	Jackson, Cathy

Audit Services (AMS-1) Eliminate 1 position in Administration (AMS-2)	10/31/2009  	100%	Complete	Jackson, Cathy
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3.0 Internal

There are no objectives linked to this Perspective

4.0 Learning and Growth

Name	As of Date	Actual	Business Plan Goal	FYTD Actual	FYTD Goal	
<u>Staff Development and Certification (AMS)</u>						
Initiative Name	Type	As Of		%	Status	Owners
<u>Complete Procedures Manual.</u>		n/a		n/a	n/a	Jackson, Cathy McKee, Nancy
<u>Audit Staff Professionally Certified</u>	FY11 Q2	 54 %	55 %	 54 %	55 %	
<u>Hold Quarterly Staff Meetings</u>	FY11 Q2	 1	1	 2	2	
<u>Complete Evaluations Within 30 Days After Due Date.</u>	FY11 Q2	 60 %	90 %	 69 %	90 %	
<u>Maintain a High Training Satisfaction Rate.</u>	FY10	 100 %	95 %	n/a	n/a	
<u>Continuing education hours</u>	FY10	 44	40	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
General Government Strategic Area	Admin, Admin

Objectives

	Owners
Monitor Auditee Corrective Actions (AMS)	Jackson, Cathy McKee, Nancy
Communicate Audit Results Timely (AMS)	Jackson, Cathy McKee, Nancy
Conduct Training to Enhance Operational Effectiveness (AMS)	McKee, Nancy
(ES8.2.1.03) Meet Budget Targets (Audit and Management Services)	Jackson, Cathy McKee, Nancy

Budget Implementation: FY 10-11 (AMS)

Jackson, Cathy

(ES8.1.3) Sound asset management and financial investment strategies (AMS)

Jackson, Cathy
McKee, Nancy

Budget Implementation FY 09-10 (AMS)

Jackson, Cathy

Staff Development and Certification (AMS)

Jackson, Cathy
McKee, Nancy

Program Groups

There are no program groups linked at this time.

Initiatives

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

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
<u>Nadia Rodriguez</u> 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 (AMS) 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

GG4_Effective management practices

Parent Objectives

GG4-1 Provide sound financial and risk management

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) %	FY11 Q2

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

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Objective Name**Owner(s)**

Communicate Audit Results Timely (AMS)

Cathy Jackson Nancy McKee Audit Management Services

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

GG4_Effective management practices

Parent Objectives

GG4-1 Provide sound financial and risk management

Measure**Owner(s)**

Issue draft reports within 90 days of fieldwork completion.

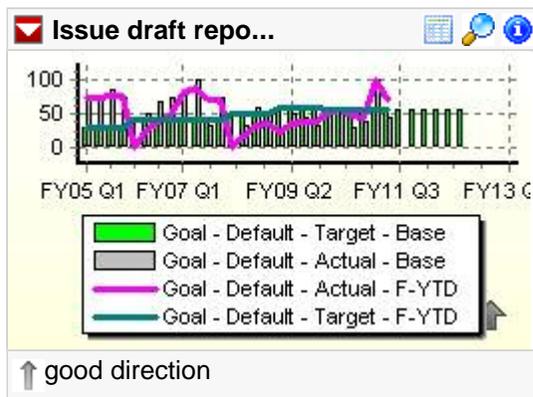
Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
☑	44 %	55 %	(11) %	FY11 Q2

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

Ind	Name	Actual	Target	Date
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Objective Name**Owner(s)**

Conduct Training to Enhance Operational Effectiveness (AMS)

Nancy McKee Audit Management Services

Conduct at least one training session annually for targeted departments.

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

GG4_Effective management practices

Parent Objectives

GG4-1 Provide sound financial and risk management

Measure**Owner(s)**

Conduct Training Session for Targeted Departments

Cathy Jackson Nancy McKee

Conduct at least one training session to targeted departments

Performance

Ind	Actual	Target	Variance	Date
<input checked="" type="checkbox"/>	0	1	(1)	FY11

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

Ind	Name	Actual	Target	Date
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Financial Perspective

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

Initiatives Linked To Objective

GrandParent Objectives

GG4-2 Effectively allocate resources to meet current and future operating and capital needs

zz_2003_Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

Meet Budget Targets (All Miami-Dade County)

(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)

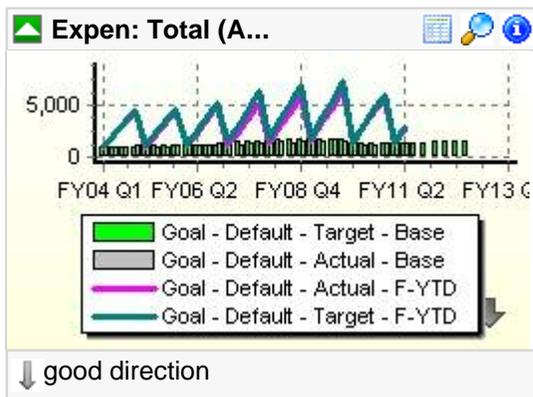
Performance

Ind	Actual	Target	Variance	Date
▲	\$1,395 K	\$1,491 K	\$96 K	FY11 Q2

Initiatives Linked To Measure

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▲	Expenditure: Personnel Costs (AMS)	1,294	1,333	FY11 Q2
▲	Expenditure: Court Costs (AMS)	0	0	FY11 Q2
▲	Expenditure: Contractual Services (AMS)	0	0	FY11 Q2
▲	Expenditure: Other Operating (AMS)	98	150	FY11 Q2
▲	Expenditure: Charges for County Services (AMS)	1	6	FY11 Q2
▲	Expenditure: Grants to Outside Organizations (AMS)	0	0	FY11 Q2
▲	Expenditure: Capital (AMS)	\$2	\$5	FY11 Q2
▲	Expenditure: Transfers Out (AMS)	0	0	FY11 Q2
▲	Expenditure:	0	0	FY11 Q2



Distribution of Funds
in Trust (AMS)

	Expenditure: Debt Service (AMS)	0	0	FY11 Q2
	Expenditure: Depreciation, Amortization, Depletion (AMS)	0	0	FY11 Q2
	Expenditure: Reserves (AMS)	0	0	FY11 Q2
	Expenditure: Intradepartmental Transfers (AMS)	0	0	FY11 Q2
	Expenditure: Other Non-Operating (AMS)	0	0	FY11 Q2

Measure

Owner(s)

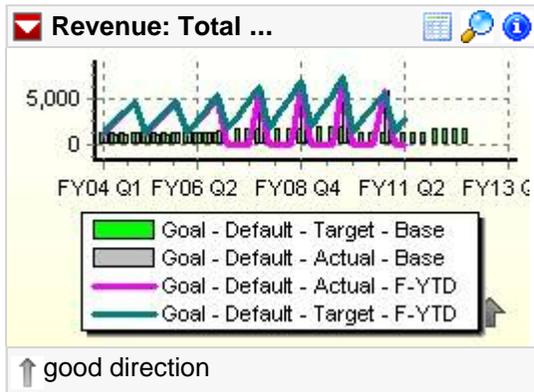
Revenue: Total (Audit & Mgmt Svcs)

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	FY11 Q2



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
▼	Revenue: Carryover (AMS)	\$0 K	\$221 K	FY11 Q2
▼	Revenue: Interagency/Intradepartmental (AMS)	\$0 K	\$389 K	FY11 Q2
▼	Revenue: General Fund (AMS)	\$0 K	\$884 K	FY11 Q2
▲	Revenue: Proprietary (AMS)	\$0 K	\$0 K	FY11 Q2
▲	Revenue: State (AMS)	\$0 K	\$0 K	FY11 Q2
▲	Revenue: Federal (AMS)	\$0 K	\$0 K	FY11 Q2

Measure

Owner(s)

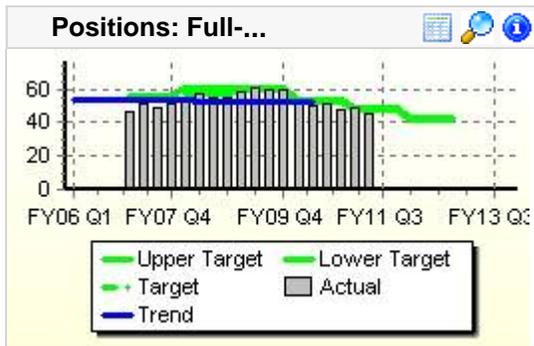
Positions: Full-Time Filled (AMS)

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
▼	45	49	(4)	FY11 Q2



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Objective Name**Owner(s)**

Budget Implementation: FY 10-11 (AMS)

Cathy Jackson

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

Eliminate 2 vacant Audit Supervisor positions , and 3 vacant Associate Auditor positions. (AMS-1)

Cathy Jackson

GrandParent Objectives**Parent Objectives**

Objective Name

Owner(s)

Sound asset management and financial investment strategies (AMS) 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

GG4_Effective management practices

Parent Objectives

GG4-1 Provide sound financial and risk management

Measure

Owner(s)

Net Audit Assessment Cathy Jackson Nancy McKee

Amount of Audit Assessment

Performance

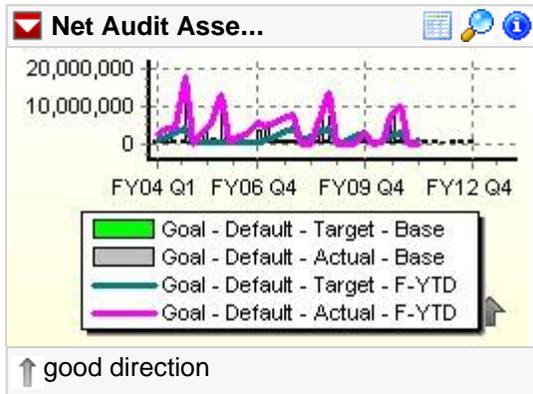
Ind	Actual	Target	Variance	Date
☑	\$22,545	\$1,000,000	\$(977,455)	FY11 Q2

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind Name Actual Target Date



Measure

Owner(s)

Audit Assessments Collected

Cathy Jackson Nancy McKee

Audit assessments collected from current and prior years.

Performance

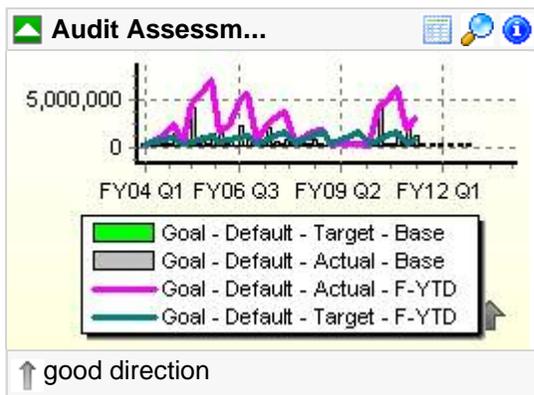
Ind	Actual	Target	Variance	Date
▲	\$1,136,161	\$375,000	\$761,161	FY11 Q2

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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Measure

Owner(s)

Audit Reports or Deliverables

Cathy Jackson Nancy McKee

Number of audit reports or deliverables completed.

Performance

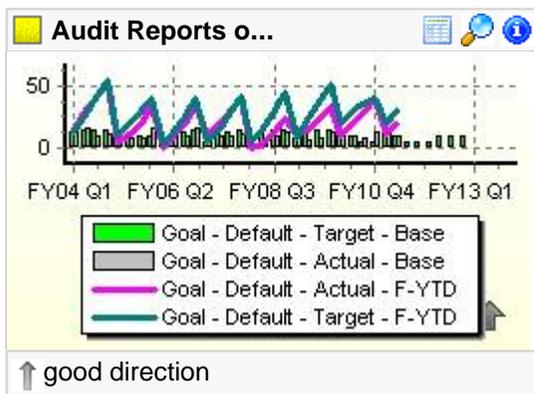
Ind	Actual	Target	Variance	Date
■	9	10	(1)	FY11 Q2

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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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

Initiatives Linked To Measure

Owner(s)

Ind	Actual	Target	Variance	Date
▲	100 %	100 %	0 %	FY10

Child Measures Linked To Measure

Ind	Name	Actual	Target	Date
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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 (AMS)	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.	

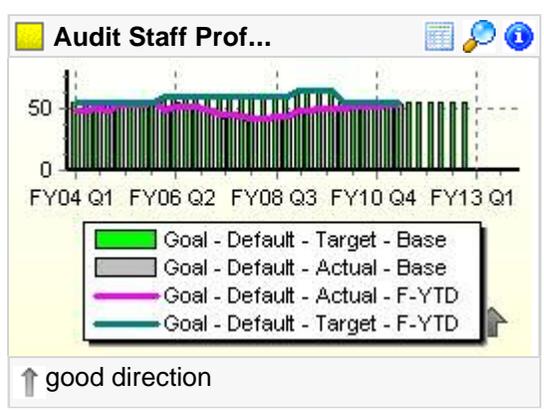
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Complete Procedures Manual.	Cathy Jackson Nancy McKee	GG2 Excellent, engaged workforce GG2 Excellent, engaged workforce

Parent Objectives
GG2-2 Develop and retain excellent employees and leaders
GG2-1 Attract and hire new talent

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

Performance				
Ind	Actual	Target	Variance	Date
■	54 %	55 %	(1) %	FY11 Q2

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



Measure**Owner(s)**

Hold Quarterly Staff Meetings

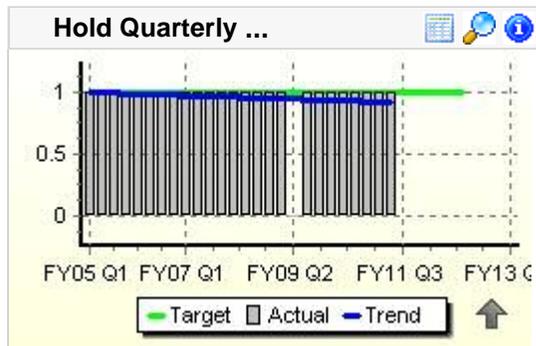
Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▲	1	1	0	FY11 Q2

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

Ind	Name	Actual	Target	Date
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**Measure****Owner(s)**

Complete Evaluations Within 30 Days After Due Date.

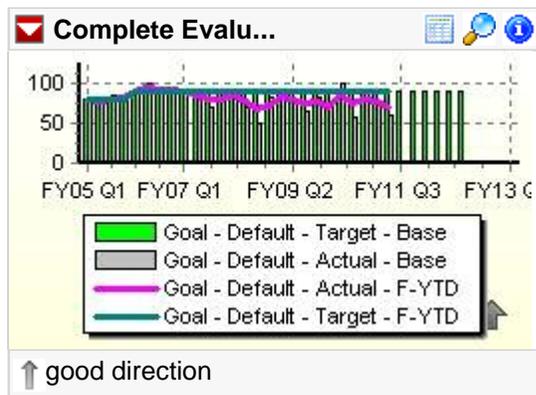
Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▼	60 %	90 %	(30) %	FY11 Q2

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

Ind	Name	Actual	Target	Date
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Measure**Owner(s)**

Maintain a High Training Satisfaction Rate.

Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▲	100 %	95 %	5 %	FY10

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

Ind	Name	Actual	Target	Date
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**Measure****Owner(s)**

Continuing education hours

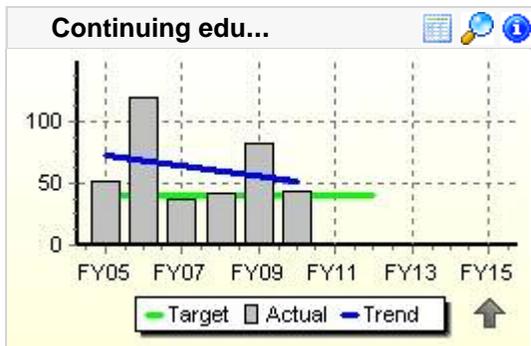
Cathy Jackson Nancy McKee

Performance

Ind	Actual	Target	Variance	Date
▲	44	40	4	FY10

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

Ind	Name	Actual	Target	Date
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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)

