

Scorecard - Audit and Management Services

Information

Name: Audit and Management Services

Description: n/a

Domain: AMS


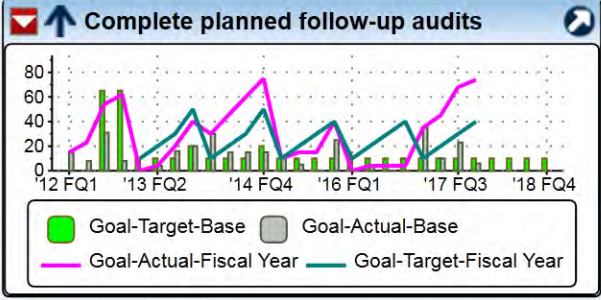
Owners: Jackson, Cathy; McKee, Nancy


Details

	As Of		Actual	Target		FYTD Actual	FYTD Target
1.0 Customer							
Monitor Auditee Corrective Actions (AMS)							
Complete planned follow-up audits.	'17 FQ4		6%	10%		74%	40%
Communicate Audit Results Timely (AMS)							
Issue Draft Report within 90 days of fieldwork completion (new)	'17 FQ4		33% (3 / 9)	50%		46% (24 / 52)	50%
2.0 Financial							
Meet Budget Targets (Audit and Management Services)							
Expen: Total (Audit & Mgmt Svcs)	'17 FQ4		\$1,145K	\$1,167K		\$4,444K	\$4,667K
Revenue: Total (Audit & Mgmt Svcs)	'17 FQ4		\$4,667K	\$1,167K		\$4,667K	\$4,667K
Positions: Full-Time Filled (AMS)	'17 FQ4		36	38		36	38
				(35 - 38)			(35 - 38)
Budget Implementation: FY 10-11 (AMS)							
Initiative Name	Type	As Of	Status				
Eliminate 2 vacant Audit Supervisor positions , and 3 vacant Associate Auditor positions. (AMS-1)	n/a	n/a					Jackson, Cathy
Sound asset management and financial investment strategies (AMS)							
Net Audit Assessment	'17 FQ4		\$417,670	\$750,000		\$860,137	\$3,000,000
Audit Assessments Collected	'17 FQ4		\$478,692	\$375,000		\$1,862,898	\$1,500,000
Audit Reports or Deliverables	'17 FQ4		9	8		52	30
Complete Risk Assessment Analysis and Develop Audit Plan	2017 FY		100%	100%		100%	100%
Budget Implementation FY 09-10 (AMS)							
Initiative Name	Type	As Of	Status				
Eliminate 6 positions in Audit Services (AMS-1)		10/31/2009	Complete			100%	Jackson, Cathy
Eliminate 1 position in Administration (AMS-2)		10/31/2009	Complete			100%	Jackson, Cathy
3.0 Internal							
4.0 Learning and Growth							
Staff Development and Certification (AMS)							
Audit Staff Professionally Certified	'17 FQ4		67%	55%		67%	55%
Maintain a High Training Satisfaction Rate.	2017 FY		97%	95%		97%	95%
Hold Quarterly Staff Meetings	'17 FQ4		0	1		3	4
Complete Evaluations Within 30 Days After Due Date.	'17 FQ4		83%	90%		72%	90%
Continuing education hours	2017 FY		40	40		40	40

Business Plan Report - Audit and Management Services

Scorecard	Description	Owners
Audit and Management Services		Jackson, Cathy; McKee, Nancy
1.0 Customer		

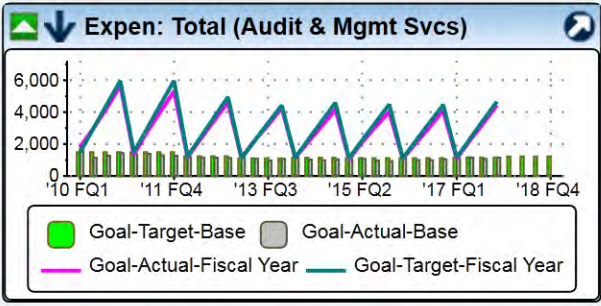
Objective	Description	Owners			
Monitor Auditee Corrective Actions (AMS)	Conduct follow-up audits to assure key audit findings are appropriately and timely addressed.	Jackson, Cathy; McKee, Nancy; Audit Management Services			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Complete planned follow-up audits. 	'17 FQ4	6%	10%	-4%	Jackson, Cathy (AMS); McKee, Nancy
					

Objective	Description	Owners			
Communicate Audit Results Timely (AMS)		Jackson, Cathy; McKee, Nancy; Audit Management Services			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Issue Draft Report within 90 days of fieldwork completion (new) 	'17 FQ4	33% (3 / 9)	50%	-17%	Jackson, Cathy (AMS)
					

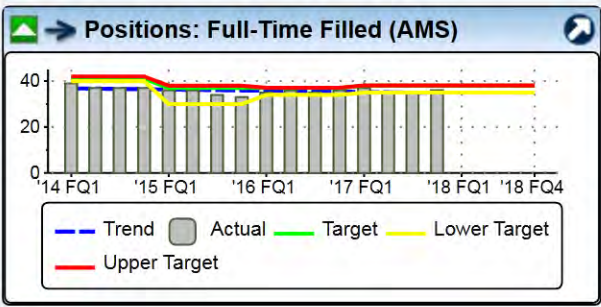
2.0 Financial

Objective	Description	Owners
Meet Budget Targets (Audit and Management Services)		Jackson, Cathy; McKee, Nancy; Audit Management Services

Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Expen: Total (Audit & Mgmt Svcs)	'17 FQ4	\$1,145K	\$1,167K	\$22K	Jackson, Cathy (AMS); McKee, Nancy



Revenue: Total (Audit & Mgmt Svcs)	'17 FQ4	\$4,667K	\$1,167K	\$3,500K	Jackson, Cathy (AMS); McKee, Nancy
Positions: Full-Time Filled (AMS)	'17 FQ4	36	38	-2	Jackson, Cathy (AMS); McKee, Nancy
			(35 - 38)		



Objective	Description	Owners
Budget Implementation: FY 10-11 (AMS)		Jackson, Cathy

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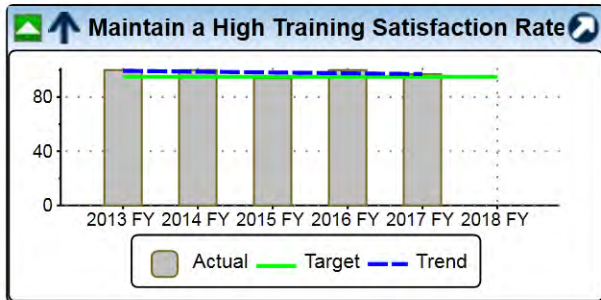
Objective	Description	Owners			
Sound asset management and financial investment strategies (AMS)	Use risk-based techniques to identify high risk/high-impact audit subjects in developing the audit plan. Produce constructive recommendations that promote high-impact, specific dollar savings, process improvements, or cost avoidance. Use computerized audit technology to conduct high-impact audits.	Jackson, Cathy; McKee, Nancy; Audit Management Services			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Net Audit Assessment	'17 FQ4	\$417,670	\$750,000	\$-332,330	Jackson, Cathy (AMS); McKee, Nancy
Audit Assessments Collected	'17 FQ4	\$478,692	\$375,000	\$103,692	Jackson, Cathy (AMS); McKee, Nancy
Audit Reports or Deliverables	'17 FQ4	9	8	1	Jackson, Cathy (AMS); McKee, Nancy
Complete Risk Assessment Analysis and Develop Audit Plan	2017 FY	100%	100%	0%	Jackson, Cathy (AMS); McKee, Nancy

Objective	Description	Owners
Budget Implementation FY 09-10 (AMS)		Jackson, Cathy

3.0 Internal

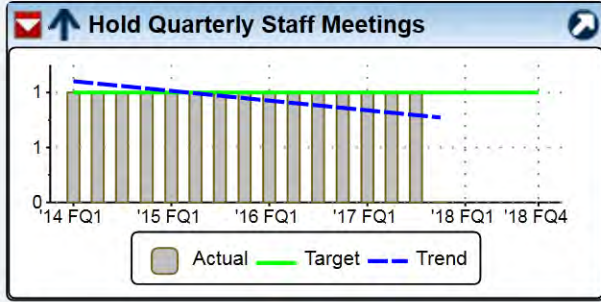
4.0 Learning and Growth

Objective	Description	Owners			
Staff Development and Certification (AMS)	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.	Jackson, Cathy; McKee, Nancy; Audit Management Services			
Measures Linked to Objective	Period	Actual	Target	Variance	Owners
Audit Staff Professionally Certified	'17 FQ4	67%	55%	12%	Jackson, Cathy (AMS); McKee, Nancy
Maintain a High Training Satisfaction Rate.	2017 FY	97%	95%	2%	Jackson, Cathy (AMS); McKee, Nancy



Business Plan Report - Audit and Management Services

Hold Quarterly Staff Meetings ▼ '17 FQ4 0 1 -1 Jackson, Cathy (AMS); McKee, Nancy



Complete Evaluations Within 30 Days After Due Date. ▼ '17 FQ4 83% 90% -7% Jackson, Cathy (AMS); McKee, Nancy

Continuing education hours ▲ 2017 FY 40 40 0 Jackson, Cathy (AMS); McKee, Nancy

