

## Audit and Management Services

Owner: Jackson, Cathy (AMS); McKee, Nancy  
Department: AMS

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	<b>Monitor Auditee Corrective Actions (AMS)</b>	Complete planned follow-up audits.	'20 FQ2	6%	10%		15%	20%	
	<b>Communicate Audit Results Timely (AMS)</b>	Issue Draft Report within 90 days of fieldwork completion (new)	'20 FQ2	50%	50%		67%	50%	
Financial	<b>Sound asset management and financial investment strategies (AMS)</b>	Net Audit Assessment	'20 FQ2	\$548,103	\$500,000		\$915,814	\$1,000,000	
		Audit Assessments Collected	'20 FQ2	\$581,862	\$1,000,000		\$722,433	\$2,000,000	
		Audit Reports or Deliverables	'20 FQ2	6	40		21	50	
		Complete Risk Assessment Analysis and Develop Audit Plan	2020 FY	100%	100%		100%	100%	
	<b>Meet Budget Targets (Audit and Management Services)</b>	Expen: Total (Audit & Mgmt Svcs)	'20 FQ2	\$1,113K	n/a		\$2,213K	n/a	
		Revenue: Total (Audit & Mgmt Svcs)	'20 FQ2	\$0K	\$1,236K		\$0K	\$1,761K	
		Positions: Full-Time Filled (AMS)	'20 FQ2	36			n/a	n/a	
Learning and Growth	<b>Staff Development and Certification (AMS)</b>	Audit Staff Professionally Certified	'20 FQ2	53%	55%		55%	55%	
		Hold Quarterly Staff Meetings	'20 FQ2	1	1		2	2	
		Complete Evaluations Within 30 Days After Due Date.	'20 FQ2	75%	90%		71%	90%	
		Maintain a High Training Satisfaction Rate.	2019 FY	97%	95%		97%	95%	
		Continuing education hours	2019 FY	48	40		48	40	

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