

**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 FQ3	6%	13%		37%	37%	
	<b>Communicate Audit Results Timely (AMS)</b>	Issue Draft Report within 90 days of fieldwork completion (new)	'20 FQ3	50%	50%		63%	50%	
Financial	<b>Sound asset management and financial investment strategies (AMS)</b>	Net Audit Assessment	'20 FQ2	\$548,103	\$750,000		\$915,814	\$1,500,000	
		Audit Assessments Collected	'20 FQ2	\$581,862	\$375,000		\$722,433	\$750,000	
		Audit Reports or Deliverables	'20 FQ3	8	10		30	30	
		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 FQ3	\$1,253K	\$1,236K		\$3,466K	\$3,708K	
		Revenue: Total (Audit & Mgmt Svcs)	'20 FQ3	\$0K	\$1,236K		\$0K	\$3,708K	
		Positions: Full-Time Filled (AMS)	'20 FQ3	36	38		36	38	
Learning and Growth	<b>Staff Development and Certification (AMS)</b>	Audit Staff Professionally Certified	'20 FQ3	53%	55%		54%	55%	
		Hold Quarterly Staff Meetings	'20 FQ3	0	1		2	3	
		Complete Evaluations Within 30 Days After Due Date.	'20 FQ3	11%	90%		51%	90%	
		Maintain a High Training Satisfaction Rate.	2019 FY	97%	95%		97%	95%	
		Continuing education hours	2020 FY	4	40		4	40	

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