

As Of <= 12/31/2020

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	Monitor Auditee Corrective Actions (AMS)	Complete planned follow-up audits.	'20 FQ4	6%	13%	🔴	43%	50%	🔴
	Communicate Audit Results Timely (AMS)	Issue Draft Report within 90 days of fieldwork completion (new)	'20 FQ4	1%	50%	🔴	n/a	n/a	
Financial	Sound asset management and financial investment strategies (AMS)	Net Audit Assessment	'20 FQ4	\$3,795,216	\$750,000	🟢	\$5,389,639	\$3,000,000	🟢
		Audit Assessments Collected	'20 FQ4	\$1,258,638	\$375,000	🟢	\$2,009,887	\$1,500,000	🟢
		Audit Reports or Deliverables	'20 FQ4	12	10	🟢	42	40	🟢
		Complete Risk Assessment Analysis and Develop Audit Plan	2020 FY	100%	100%	🟢	100%	100%	🟢
	Meet Budget Targets (Audit and Management Services)	Expen: Total (Audit & Mgmt Svcs)	'21 FQ1	\$1,134K	\$1,296K	🔵	\$1,134K	\$1,296K	🔵
		Revenue: Total (Audit & Mgmt Svcs)	'21 FQ1	\$515K	\$1,273K	🔴	\$515K	\$1,273K	🔴
		Positions: Full-Time Filled (AMS)	'21 FQ1	35	39	🔴	n/a	n/a	
Learning and Growth	Staff Development and Certification (AMS)	Audit Staff Professionally Certified	'20 FQ4	55%	55%	🟢	n/a	n/a	
		Hold Quarterly Staff Meetings	'20 FQ4	0	1	🔴	2	4	🔴
		Complete Evaluations Within 30 Days After Due Date.	'20 FQ4	100%	90%	🟢	n/a	n/a	
		Maintain a High Training Satisfaction Rate.	2019 FY	97%	95%	🟢	97%	95%	🟢
		Continuing education hours	2020 FY	40	40	🟢	40	40	🟢

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