

As Of &lt;= 06/30/2021

**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.	'21 FQ3	29%	13%	▲	72%	37%	▲
	Communicate Audit Results Timely (AMS)	Issue Draft Report within 90 days of fieldwork completion (new)	'21 FQ3	86%	50%	▲	84%	50%	▲
Financial	Meet Budget Targets (Audit and Management Services)	Expen: Total (Audit & Mgmt Svcs)	'21 FQ3	\$1,199K	\$1,294K	▲	\$3,428K	\$3,886K	▲
		Revenue: Total (Audit & Mgmt Svcs)	'21 FQ3	\$-500K	\$1,273K	▼	\$0K	\$3,819K	▼
		Positions: Full-Time Filled (AMS)	'21 FQ3	34	39	▼	34	39	▼
	Sound asset management and financial investment strategies (AMS)	Net Audit Assessment	'21 FQ3	n/a	\$750,000		\$1,223,146	\$1,500,000	▼
		Audit Assessments Collected	'21 FQ3	n/a	\$375,000		\$863,629	\$750,000	▲
		Audit Reports or Deliverables	'21 FQ3	n/a	10		30	20	▲
		Complete Risk Assessment Analysis and Develop Audit Plan	2020 FY	100%	100%	▲	100%	100%	▲
Learning and Growth	Staff Development and Certification (AMS)	Audit Staff Professionally Certified	'21 FQ3	60%	55%	▲	n/a	n/a	
		Hold Quarterly Staff Meetings	'21 FQ3	1	1	▲	1	3	▼
		Complete Evaluations Within 30 Days After Due Date.	'21 FQ3	90%	90%	▲	97%	90%	▲
		Maintain a High Training Satisfaction Rate.	2020 FY	96%	95%	▲	96%	95%	▲
		Continuing education hours	2020 FY	40	40	▲	40	40	▲

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