

As Of &lt;= 01/01/2022

## 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 FQ4		10%	13%	21%	13%	
	Communicate Audit Results Timely (AMS)	Issue Draft Report within 90 days of fieldwork completion (new)	'21 FQ4		69%	50%	81%	50%	
Financial	Meet Budget Targets (Audit and Management Services)	Expen: Total (Audit & Mgmt Svcs)	'21 FQ4		\$1,228K	\$1,295K	\$4,656K	\$5,181K	
		Revenue: Total (Audit & Mgmt Svcs)	'21 FQ4		\$4,673K	\$1,274K	\$4,673K	\$5,093K	
		Positions: Full-Time Filled (AMS)	'21 FQ4		34	39	34	39	
	Sound asset management and financial investment strategies (AMS)	Net Audit Assessment	'21 FQ4		\$677,827	\$750,000	\$2,323,296	\$3,000,000	
		Audit Assessments Collected	'21 FQ4		\$416,184	\$375,000	\$1,282,770	\$1,500,000	
		Audit Reports or Deliverables	'21 FQ4		13	10	57	40	
		Complete Risk Assessment Analysis and Develop Audit Plan	2021 FY		100%	100%	100%	100%	
Learning and Growth	Staff Development and Certification (AMS)	Audit Staff Professionally Certified	'21 FQ4		61%	55%	59%	55%	
		Hold Quarterly Staff Meetings	'21 FQ4		0	1	1	4	
		Complete Evaluations Within 30 Days After Due Date.	'21 FQ4		86%	90%	91%	90%	
		Maintain a High Training Satisfaction Rate.	2021 FY		100%	95%	100%	95%	
		Continuing education hours	2021 FY		40	40	40	40	

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