

# INTERNAL AUDIT STATUS UPDATE

FISCAL YEARS 2016-2020

# INTERNAL AUDITS FY16-20

IA 16-01 AUDIT OF WAKEMAN TOWN FARM

IA 17-01 AUDIT OF EXTRA HELP & OVERTIME

IA 17-02 AUDIT OF VENDOR CONTRACTS

IA 17-03 AUDIT OF LAND USE DEPARTMENT OPERATIONS

IA 18-01 AUDIT OF ASSESSMENT, BILLING & COLLECTIONS FOR  
TAX AND SEWER

IA 18-02 IT SYSTEMS ASSESSMENT AND EVALUATION

IA 19-02 AUDIT OF TRANSFER STATION

IA 19-03 REVIEW OF LEVITT PAVILION

IA 20-01 AUDIT OF SENIOR SERVICES

# FINDINGS/RECOMMENDATIONS

		INTERNAL CONTROLS	OPERATIONAL	TOTAL
IA 16-01	WAKEMAN TOWN FARM	13	9	22
IA 17-01	EH & OT	5	6	11
IA 17-02	VENDOR CONTRACTS		6	6
IA 17-03	LAND USE		11	11
IA 18-01	TAX ASSESSMENT & BILLING	3	2	5
IA 18-02	IT SYSTEMS ASSESSMENT		13	13
IA 19-02	AUDIT OF TRANSFER STATION	1	6	7
IA 19-03	REVIEW OF LEVITT PAVILION		3	3
IA 20-01	AUDIT OF SENIOR SERVICES	2	8	10
		21	47	68

# FINDINGS/RECOMMENDATIONS

		TOWN	WPS	TOTAL
IA 16-01	WAKEMAN TOWN FARM	22		22
IA 17-01	EH & OT	11		11
IA 17-02	VENDOR CONTRACTS	3	3	6
IA 17-03	LAND USE	11		11
IA 18-01	TAX ASSESSMENT & BILLING	5		5
IA 18-02	IT SYSTEMS ASSESSMENT	8	5	13
IA 19-02	AUDIT OF TRANSFER STATION	7		7
IA 19-03	REVIEW OF LEVITT PAVILION	3		3
IA 20-01	AUDIT OF SENIOR SERVICES	10		10
		80	8	88

# INTERNAL AUDITS

FY16-PRESENT

# IA 16-01 WAKEMAN TOWN FARM

COHN REZNICK, MAY 2016

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
7	<ul style="list-style-type: none"><li>• STRENGTHEN PROCESSES AND DOCUMENTATION FOR CASH RECEIPTS</li></ul>	SOME IMPLEMENTATION
1	<ul style="list-style-type: none"><li>• IMPROVE ACCOUNTING FOR DONATED SUPPLIES AND LABOR</li></ul>	IMPLEMENTED FOR MATERIALS ONLY
4	<ul style="list-style-type: none"><li>• STRENGTHEN PROCESSES AND DOCUMENTATION FOR CASH DISBURSEMENTS<ul style="list-style-type: none"><li>• Establish petty cash fund</li></ul></li></ul>	SOME IMPLEMENTATION
3	<ul style="list-style-type: none"><li>• STRENGTHEN CONTROLS OVER PURCHASING</li></ul>	IMPLEMENTED
2	<ul style="list-style-type: none"><li>• IMPROVED REPORTING</li></ul>	IMPLEMENTED
5	<ul style="list-style-type: none"><li>• IMPROVED OPERATIONAL METHODOLOGY</li></ul>	NOT IMPLEMENTED
22		

# IA 17-01 PAYROLL EH & OT

BLUM SHAPIRO, NOVEMBER 2016

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
D	<ul style="list-style-type: none"><li>CONSULT WITH LABOR ATTORNEY REGARDING COMPLIANCE. UPDATE POLICIES AND PROCEDURES (INCLUDING HANDBOOK)</li></ul>	IMPLEMENTED
E-G	<ul style="list-style-type: none"><li>ANNUAL DATA RECONCILIATIONS BETWEEN PAYROLL COORDINATOR AND DEPARTMENTS</li></ul>	IMPLEMENTED
H-K	<ul style="list-style-type: none"><li>GREATER UTILIZATION OF MUNIS</li></ul>	IMPLEMENTED
L	<ul style="list-style-type: none"><li>IMPLEMENT ELECTRONIC TIMEKEEPING</li></ul>	IMPLEMENTED
M	<ul style="list-style-type: none"><li>REVIEW &amp; UPDATE EXISTING PROCEDURES, DOCUMENT THEM</li></ul>	IMPLEMENTED
N	<ul style="list-style-type: none"><li>DESIGNATE, DOCUMENT &amp; FULLY TRAIN A BACKUP FOR THE PAYROLL COORDINATOR</li></ul>	IN PROCESS (again)

# IA 17-02 VENDOR CONTRACTS

BLUM SHAPIRO, MARCH 2017

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
A	<ul style="list-style-type: none"><li>• SCHEDULE REGULAR DOCUMENTATION UPDATES AND TRAINING</li></ul>	IN PROCESS
B	<ul style="list-style-type: none"><li>• CHANGE POLICY LANGUAGE TO REFLECT THE RESPONSIBILITIES OF THE FINANCE DIRECTOR AND THE PROCESS CONTROLS IN PLACE WITHIN MUNIS</li></ul>	NOT IMPLEMENTED (REQUIRES CHARTER CHANGE)
C	<ul style="list-style-type: none"><li>• CHANGE BIDDING THRESHOLDS WITHIN POLICIES AND PROCEDURES DOCUMENTS TO ADDRESS INCONSISTENCIES. ALSO, CONSIDER ADDING A THIRD LEVEL WHERE ALL PURCHASES OVER \$25K REQUIRE DISTRICT SUPERINTENDENT APPROVAL</li></ul>	IMPLEMENTED



# IA 17-02 VENDOR CONTRACTS

(continued)

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
D	<ul style="list-style-type: none"><li>DEVELOP A BID WAIVER PROCESS THAT INVOLVES APPROPRIATE AUTHORIZATION AND DOCUMENTATION, UPDATING EXISTING POLICY</li></ul>	IMPLEMENTED
E	<ul style="list-style-type: none"><li>DEVELOP A PROCESS AND POLICY REGARDING WHEN TO UTILIZE LEGAL COUNSEL IN THE REVIEW OF CONTRACTS</li></ul>	IMPLEMENTED
F	<ul style="list-style-type: none"><li>EXPLORE MUNIS/E-FINANCE PLUS CAPABILITY TO AUTOMATE AN ALERT PROCESS FOR AUTO-RENEW CONTRACTS</li></ul>	IN PROCESS

# IA 17-03 LAND USE

BLUM SHAPIRO, SEPTEMBER 2017

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
A	<ul style="list-style-type: none"><li>REPLACE EXISTING SYSTEMS WITH A UNIFIED, TOWN-WIDE SYSTEM</li></ul>	IN PROCESS
B	<ul style="list-style-type: none"><li>REINSTATE LAND USE COORDINATOR POSITION</li></ul>	NOT IMPLEMENTED
C	<ul style="list-style-type: none"><li>REVERT TO “APPOINTMENT METHOD” AND USE “DROP OFF METHOD” AS AN OPTION FOR FREQUENT, EXPERIENCED APPLICANTS</li></ul>	NOT IMPLEMENTED
D	<ul style="list-style-type: none"><li>DEVELOP A PROCEDURE FOR ONGOING LAND USE DEPARTMENT MEETINGS</li></ul>	IMPLEMENTED, BUT NO LONGER IN USE
E	<ul style="list-style-type: none"><li>DETERMINE/ESTABLISH AN APPROPRIATE “COST PER SQUARE FOOT” MINIMUM TO BE USED FOR ALL APPLICANTS IN ESTIMATING CONSTRUCTION COSTS</li></ul>	IMPLEMENTED

# IA 17-03 LAND USE

(continued)

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
F	<ul style="list-style-type: none"><li>BETTER INTEGRATE AND INCORPORATE ASSESSOR'S OFFICE INTO LAND USE PROCESSES</li></ul>	IMPLEMENTED
G	<ul style="list-style-type: none"><li>DEVELOP A PROCEDURE FOR CLOSING OPEN PERMITS</li></ul>	IN PROCESS
H	<ul style="list-style-type: none"><li>DETERMINE UNIFORM FORMULA FOR CALCULATING PERFORMANCE BOND AMOUNTS AND RESOLVE/CLOSE OUT OLDER BONDS</li></ul>	PARTIALLY IMPLEMENTED
I	<ul style="list-style-type: none"><li>ADD TEXT OR PHONE NOTIFICATIONS TO PROPERTY OWNERS FOR INSPECTIONS</li></ul>	IN PROCESS

# IA 17-03 LAND USE

(continued)

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
J	<ul style="list-style-type: none"><li>• AMEND THE WPLO ORDINANCE TO 130 DAYS WITH ABILITY TO REQUEST TIME EXTENSIONS</li></ul>	IMPLEMENTED
K	<ul style="list-style-type: none"><li>• DEVELOP A “LAND USE DEPARTMENT CUSTOMER SATISFACTION TASK FORCE” TO IMPROVE CUSTOMER EXPERIENCE</li></ul>	IMPLEMENTED

# IA 18-01 TAX ASSESSMENT & BILLING

BLUM SHAPIRO, AUGUST 2018

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
A	<ul style="list-style-type: none"><li>NONE</li></ul>	
B	<ul style="list-style-type: none"><li>NONE</li></ul>	
C	<ul style="list-style-type: none"><li>DOCUMENT SEWER/WATER BILL ADJUSTMENTS PROTOCOLS AND PROCESS</li></ul>	IN PROCESS
D	<ul style="list-style-type: none"><li>CONSIDER A SEMI-ANNUAL BILLING SCHEDULE</li></ul>	NOT IMPLEMENTED
E	<ul style="list-style-type: none"><li>IMPLEMENT ADDITIONAL CONTROLS AND SIGN-OFFS ON THE SEWER BILLING WORKBOOK</li></ul>	NOT IMPLEMENTED
F	<ul style="list-style-type: none"><li>REVIEW AND ADJUST USER ACCESS RIGHTS WITHIN QDS</li></ul>	IMPLEMENTED
G	<ul style="list-style-type: none"><li>STRENGTHEN QDS PASSWORD SETTINGS</li></ul>	IMPLEMENTED

# IA 18-02 IT SYSTEMS ASSESSMENT

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
A	<ul style="list-style-type: none"><li>IT DEPARTMENT TO APPROVE TECHNOLOGY-RELATED PURCHASES, REVISE DOCUMENTED PROCESSES ACCORDINGLY</li></ul>	(OPEN)
B	<ul style="list-style-type: none"><li>DOCUMENT DISTRICT-WIDE EXCEPTIONS TO TECHNOLOGY PURCHASING REQUIREMENTS</li></ul>	(OPEN)
C	<ul style="list-style-type: none"><li>CENTRALIZE VENDOR CONTRACTS MANAGEMENT FOR IT</li></ul>	(OPEN)
D	<ul style="list-style-type: none"><li>UPDATE POLICIES AND PROCEDURES RELATED TO CONTRACT MANAGEMENT</li></ul>	(OPEN)
E	<ul style="list-style-type: none"><li>ESTABLISH PROTOCOLS REGARDING WHICH TECHNOLOGY-RELATED SYSTEMS REQUIRE A FORMAL CONTRACT</li></ul>	(OPEN)

**NEEDS UPDATE**

# IA 18-02 IT SYSTEMS ASSESSMENT

(continued)

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
E	<ul style="list-style-type: none"><li>ESTABLISH PROTOCOLS REGARDING WHICH TECHNOLOGY-RELATED SYSTEMS REQUIRE A FORMAL CONTRACT</li></ul>	(OPEN)
F	<ul style="list-style-type: none"><li>CONSIDER CONSOLIDATION OF FINANCIAL SYSTEMS</li></ul>	(OPEN)
G	<ul style="list-style-type: none"><li>DEVELOP UNIVERSAL STANDARD FOR TOWN/WPS MOBILE DEVICE USEAGE</li></ul>	(OPEN)
H	<ul style="list-style-type: none"><li>CONSIDER CONSOLIDATING CREDIT CARD PAYMENT PROCESSORS</li></ul>	(OPEN)
I	<ul style="list-style-type: none"><li>CONFIRM REMOVAL OF ALL XP WORKSTATIONS AT TOWN/WPS</li></ul>	IN PROCESS

## NEEDS UPDATE

# IA 18-02 IT SYSTEMS ASSESSMENT

(continued)

#	KEY FINDINGS/RECOMMENDATION(S)	STATUS
J	<ul style="list-style-type: none"><li>CONFIRM REMOVAL OF SERVER 2003 EQUIPMENT AT TOWN/WPS</li></ul>	IN PROCESS
K	<ul style="list-style-type: none"><li>CREATE A POLICY/PROCEDURE FOR OBTAINING AND INSTALLING THIRD-PARTY APPLICATIONS</li></ul>	(OPEN)
L	<ul style="list-style-type: none"><li>CONSIDER A TOWN/WPS-WIDE DOCUMENT MANAGEMENT SOLUTION FOR DOCUMENT STORAGE</li></ul>	(OPEN)
M	<ul style="list-style-type: none"><li>CREATE POLICIES FOR THE USEAGE OF SOCIAL MEDIA BY INDIVIDUAL DEPARTMENTS</li></ul>	(OPEN)

## NEEDS UPDATE



# PRIOR INTERNAL AUDITS

FY09- FY15

# SCOPE OF PRIOR REPORTS FY09-15

FY	AUDIT	TOWN	WPS
09	TAX	X	
10	PROCUREMENT	X	X
	TOQUET HALL	X	
11	LONGSHORE	X	
	PERSONNEL	X	
12	RAILROAD PARKING	X	
	CASH MANAGEMENT	X	X
	TOWN-OWNED VEHICLES	X	X

# SCOPE OF PRIOR REPORTS FY09-15

(continued)

<b>FY</b>	<b>AUDIT</b>	<b>TOWN</b>	<b>WPS</b>
13	PAYROLL TIME & ATTENDANCE	X	X
	HUMAN RESOURCES	X	X
14	CAPITAL PROJECTS	X	X
	RESERVE FUNDS	X	X
	MARINA OPERATIONS	X	
15	WESTPORT CONTINUING ED		X
	COMP TIME	X	
TOTAL AUDITS 2009-2015		14	8