



Internal Audit FY2017 – 2019 Work Plan

Internal Audit Division

City Council
September 5, 2017

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INTERNAL AUDIT SERVICES

Performance Audits

Supports Riverside 2.0 Strategic Plan
- Enhanced Customer Service
- Reduce Taxpayer Liability & Reduce Costs Wherever Possible

- Economy and Efficiency Review – reduce costs, increase revenue, improve quality of services provided to citizens.
- Program Review – goals and objectives achieved; adequate internal controls; compliance to laws, regulations, policies/procedures; terms of agreements.

Assurance & Consulting

- Provide advice on process re-engineering, new services, new or existing systems, risk mitigation strategies
- Advise management on operational risks and internal controls
- Provide tools - benchmarking studies; best practices; internal control self-assessments
- Provide training related to internal controls, risk and fraud
- Coordinate CMO annual External Performance Assessments & Financial Reviews

Monitoring

- Administration of Citywide Administration Manual policies (updates)
- Fraud, Waste & Abuse Investigations
- Compliance reporting – P-card transactions, PSAs
- Internal and external audit recommendations and action plan updates
- Coordinate Performance Measurement & Reporting Program (PMRP)
- Verify PMRP data integrity
- Oversee Citywide Grants Management & Administration

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THE AUDIT WORK PLAN

The Audit Work Plan incorporates many elements to deliver value and impact to the City decision-makers.

**Performance
Audits**

**Assurance &
Consulting**

Monitoring



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DEVELOPING THE AUDIT WORK PLAN

Developing the plan is an ongoing process, conducted by assembling topics from a variety of sources including the City Council members, executive management, as well as national and local events; examining the City budget and a broad range of City activities.



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FY2016/2017 WORK PLAN ACCOMPLISHMENTS

Performance Audits

Follow-Up Review of Citywide Professional Services Agreements

Code Enforcement Workforce Assessment

Assurance & Consulting

Managed the CMO Annual *External Performance Assessments and Financial Reviews*:

FY2017 – Police Department, Office of the Mayor, and the Office of the City Manager

Co-lead the CMO *Performance Measurement & Reporting Program*

Developed Overtime Control Self-Assessment Tool; provided guidance in self-assessment process



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FY2016/2017 WORK PLAN ACCOMPLISHMENTS

Monitoring

Administration Manual – updated 36 of 60 policies

Procurement cards - 5 monthly reports and 1 quarterly report issued

CMO Annual *External Performance Assessments and Financial Reviews* Action Plan Updates – RPU, HR and Finance

Investigated allegations of overtime abuse in RPU; consultant to be hired for a forensic analysis



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FY2017 – 2019 Work Plan

Performance Audits

Complete the FY2016/17 Citywide Outsourcing & Privatization Study

Assessment of City-owned properties and property leases

Review of internal controls for various incentives for Commercial Businesses – Public Utilities

Asset Management of Mobile Devices – Innovation Technology

Management of Contracts/Agreements – C&ED



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FY2017 – 2019 Work Plan

Assurance & Consulting

Citywide Overtime Control Self-Assessment (CSA)

General Liability & Repair Claims Due to City Owned Trees

Assist consultant – Forensic Analysis of RPU Overtime and Approval Practices

CMO Annual *External Performance Assessments and Financial Reviews*:

FY2018 – Public Works, General Services & Parks/Rec and Community Services

FY2019 – Fire Department, IT, Office of the City Clerk

CMO *Performance Measurement & Reporting Program - Enhancements*



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FY2017 – 2019 Work Plan

Monitoring

Citywide Grants Management & Administration; oversee internal/external web portal reporting

CMO *Performance Measurement & Reporting Program* data integrity

External/internal audit recommendations & action plans

Procurement Card (P-card) and Professional Services Agreements (PSAs)

Administration Manual Policy Updates

Fraud, Waste, Abuse HOTLINE Investigations



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RECOMMENDATION

That the City Council receive, review, provide input on, and approve the Internal Audit Division two-year work plan for FY2017 – 2019.



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