Office of the City Auditor
FY 2021 Audit Plan
Preliminary Proposed Projects

Number	Audit Topic	Preliminary Objective(s)
1	Reimagining Public Safety: Civilian Staffing at the Police and Fire Departments	Are the police and fire departments optimizing the use of civilians for tasks that do not require sworn staff?
2	Cybersecurity Series	Is the City prepared to prevent or mitigate the impacts of business interruptions caused by cyberattacks?
3	City Transparency	Does the City collect reliable information and openly share it with decision-makers and other interested stakeholders to improve outcomes?
	More Detail:	• _City Data Reliability_ – Can City decision-makers and members of the public rely on City-generated data, including police data reporting (project deferred from FY 2020)? • _Public Information Responses_ – Does the City follow open records laws and provide requestors with available information in a timely and efficient manner?
4	Amanda System	Does the Amanda system efficiently manage multiple City processes to allow departments to provide effective services to stakeholders?
5	Coronavirus Response: Economic Recovery Funds	Did the City effectively manage the distribution of economic recovery funds and comply with federal requirements?
6	Coronavirus Response: City Employee Safety	Did the City effectively manage staff health and safety risks to ensure departments could safely provide needed services during the pandemic?
7	Cost Savings Initiative	Are there opportunities for the City to save money or leverage resources while sustaining or improving deliverables?
	More Detail:	_Possible topics include training and travel expenses, stipends, expenditure timing and trends, false alarm costs and fees, and City liability management._
8	Ongoing Follow-up for Prior Recommendations	Are recommendations previously issued by the City Auditor being implemented by departments?
	More Detail:	_We propose an enhancement to our follow-up process by grouping recommendations according to priority topic or theme areas such as: Policing, Traffic Safety, Homelessness, Workforce Development, IT Governance, Code Investigations, and Park Maintenance._
9	Lobbyist Registration Compliance	Are lobbyists complying with City Code provisions? [_Required by City Code_] Have City compliance efforts changed in response to remote working?

Substantial Carryover Projects for FY 2021

- Coordination with Other Governments: Interlocal Agreements
- Workforce Management Series: Recruiting and Hiring
- Technology Procurement
- Redistricting

Discussion Draft

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Additional Projects for Consideration

Number	Audit Topic	Preliminary Objective(s)
H-1	Housing Displacement: Impact of City Initiatives	How have City initiatives impacted or addressed housing displacement?
H-2	Americans with Disabilities Act (ADA) Program	Is the City's ADA program in compliance with all requirements and ensuring that the needs of the community are met?
H-3	Coronavirus Response: Public Health Response	Did the City intervene in an effective and equitable manner to limit the spread of the novel coronavirus during the initial stages of the pandemic? *NOTE: Intervention strategies may include testing, contact tracing, and enforcement.*
H-4	Workforce Management Series: Employee Development	Are City efforts to develop employee skills and abilities applied in an equitable manner and effective in helping staff achieve their full potential?
H-5	Golf Course Management	Are the City's golf courses managed in an efficient and effective manner?
H-6	Property Tax Exemptions	Are property tax exemptions accurately assessed and applied by the applicable tax assessment districts?
H-7	Strategic Direction 2023	Has the City been effective in measuring progress toward achieving Council's strategic goals?
More Detail:		*Performance Metrics – Does Austin use the right performance metrics, do they provide usable information to decision-makers and other stakeholders, and are they used to drive improvements?*
H-8	Information Technology (IT) Service Delivery	Does the City's IT service delivery model meet the needs of stakeholders and is it consistent with best practice models in peer cities?
H-9	City Resources for the Senior Population	Has the City been effective in providing resources that meet the needs of the senior population?
H-10	Overtime Management	Do the City's overtime management practices ensure that decisions balance operational needs, safety, equity, and cost effectiveness?
H-11	Facility Management Series	Have City efforts to plan, acquire, and maintain facilities resulted in cost-efficient spaces that meet user needs?
H-12	Communication and Effectiveness of City Boards & Commissions	Do City Boards and Commissions effectively serve Council and the community?

Discussion Draft