

**Office of the City Auditor
Calendar Year 2022 Audit Plan**

Audits Underway as of October 2021

- Disaster Response
- Economic Recovery Funds
- Lobbyist Compliance
- Follow-Up Projects (Traffic Safety, Workforce Development, and Code Investigations)

Carryover to Calendar Year 2022

Audit Topic	Preliminary Objective(s)
Cybersecurity Series: Cloud	Is the City's cloud computing managed effectively for protecting and sustaining the City's information?
Data Reliability	Does the City collect reliable information and openly share it with decision-makers and other interested stakeholders to improve outcomes?
Disaster Response: Emergency Shelters	Is the City effectively providing emergency shelters to ensure its residents receive necessary services during declared emergencies and dangerous weather-related events?

Proposed Audit Projects for Calendar Year 2022

Audit Topic	Preliminary Objective(s)
Strategic Direction 2023 Progress: Economic Opportunity and Affordability	What progress has the City made to implement Council's strategic outcome of "having economic opportunities and resources that enable us to thrive in our community?"
Cybersecurity Series	Is the City prepared to prevent or mitigate the impacts of business interruptions caused by cyberattacks?
City Ethics Program	Is the City's ethics program working effectively to promote and ensure high standards and service to the community? [NOTE: To be conducted by a consultant.]
Access to City Services: Seniors	Do City services meet the needs of the senior population?
Amanda System	Does the Amanda system efficiently manage multiple City processes to allow departments to provide effective services to stakeholders? [NOTE: Delayed from Calendar Year 2021.]
Workforce Management Series: Development and Retention	Are staff development and retention efforts effective in ensuring the City maintains a qualified and skilled workforce?
Public Information Responses	Does the City follow open records laws and provide requested information in an efficient and timely manner?
Water Main Maintenance and Replacement	Is the City identifying and addressing issues to minimize leaks and service interruptions caused by water mains?
Cost Savings Initiative	Are there opportunities for the City to identify cost savings or other efficiencies that do not reduce the level of services for residents? [NOTE: Projects could include Citywide Overtime Pay, City Liability Payouts, and Telework Guidance.]
Lobbyist Registration Compliance	Are lobbyists complying with City Code provisions? [NOTE: Project required by City Code.]
Ongoing Follow-up for Prior Recommendations	Are recommendations previously issued by the City Auditor being implemented by departments and resulting in improvements? [NOTE: New topic areas for follow-up include Animal Services, Capital Projects Delivery, Leases, Street Cuts, and Zero Waste.]

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Possible Audit Projects to Consider for the Calendar Year 2022 and Future Audit Plans

Audit Topic	Possible Objective(s)
Affordable Housing: Return on Investment	Is the City achieving a return on investment for affordable housing units in line with other comparable cities and entities?
Emergency Medical Services Billing	Does the Emergency Medical Services billing process ensure that charges for service are timely and accurate?
Austin Animal Center	Does the Austin Animal Center efficiently use resources to provide effective services and placement for animals?
Employee Safety Series	Are department safety management systems working to minimize employees' risk of injury or illness?
Access to City Services: Communication Methods	Do the City's current communication methods meet the needs of the community, especially people who may communicate differently?
Facility Management	Is the City effectively managing and maintaining its buildings and other facilities?
IT Service Delivery	Does the City provide effective IT services in alignment with best practice models as well as models used in peer cities?
Food Programs	Are the City's food programs accessible and coordinated to serve residents in need?
Police Training	Are the Austin Police Department's updated training programs effective at reducing escalation and use of force?
Customer Assistance Programs	What should public utility customer assistance programs look like and how do Austin's compare? Does the public know about Austin's programs and are they operating as intended?
Update District Profiles	Update affordability profiles last prepared in December 2016, which provide demographic information about residents by district including major household income and spending categories.
Strategic Direction 2023 Progress:	
Safety	What progress has the City made to implement Council's strategic outcome of "being safe in our home, at work, and in our community?"
Government That Works for All	What progress has the City made to implement Council's strategic outcome of "believing that city government works effectively and collaboratively for all of us - that it is equitable, ethical and innovative?"
Mobility	What progress has the City made to implement Council's strategic outcome of "getting us where we want to go, when we want to get there, safely and cost-effectively?"
Health and Environment	What progress has the City made to implement Council's strategic outcome of "enjoying a sustainable environment and a healthy life, physically and mentally?"
Culture and Lifelong Learning	What progress has the City made to implement Council's strategic outcome of "being enriched by Austin's unique civic, cultural, ethnic, and learning opportunities?"