

# Office of the City Auditor

## Audit Plan - Revised

### Fiscal Year 2020

*The Office of the City Auditor conducts audits and investigations. Our work helps improve Austin city government to make it more transparent and accountable.*

The Office of the City Auditor collects information about risks facing the City. This information comes from the City Council, City management, and the public. Also, we track national and local issues that could affect Austin. The City Auditor assesses this information to identify value-added audit topics. The City Auditor identified revisions to this Audit Plan based on the recent coronavirus disruptions and available audit resources.

#### Audits and Other Projects Reported in FY 2020

Date Reported	Project Name
May/June 2020 (Planned)	<ul style="list-style-type: none"> <li>City Cultural Centers</li> <li>Impact of Austin Police Department's Community Policing Efforts</li> </ul>
April 2020	<ul style="list-style-type: none"> <li>Council Special Request: Appraisal District Property Value Updates</li> </ul>
February 2020	<ul style="list-style-type: none"> <li>9-1-1 Operations</li> </ul>
January 2020	<ul style="list-style-type: none"> <li>Fiscal Year 2019 Follow-Up</li> <li>City Efforts to Reduce Carbon Emissions</li> <li>Vehicle Purchase and Replacement</li> <li>Effectiveness of Financial Tools for Economic Development</li> </ul>
December 2019	<ul style="list-style-type: none"> <li>City Social Service Contracting</li> </ul>
November 2019	<ul style="list-style-type: none"> <li>Lobbyist Compliance</li> </ul>
October 2019	<ul style="list-style-type: none"> <li>Wildfire Preparedness</li> <li>Access to Mental Health Services</li> <li>Council Special Request: Citizen Initiatives</li> </ul>

#### Audits In Progress - May 2020

	Audit Topic	Preliminary Objective(s)
1	Redistricting (Non-audit)	Initiate and widely publicize an application process that promotes a large, diverse group of applicants for the Independent Citizens Redistricting Commission. [Required by City Charter provisions]
2a	Pagers	Is the City's use of pagers necessary and cost-effective?
2b	Technology License Management	Is the City managing technology licenses to minimize costs while maintaining compliance with applicable requirements?
5	3-1-1 Customer Service	Does 3-1-1 adequately address questions, comments, and concerns of members of the community?
6	Austin Code Department Repeat Offender Program	Is the City's Repeat Offender Program helping ensure rental properties are addressing health and safety concerns?
12	Ongoing Follow-up for Prior Recommendations	Are recommendations previously issued by the City Auditor being implemented by departments?

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#### Carryover Audits - Anticipated to Begin in FY 2020 and Report in FY 2021

	Audit Topic	Preliminary Objective(s)
10	Coordination with Other Governments: Interlocal Agreements	Does the City track and meet its obligations and enforce those of its partners according to established interlocal agreements?
8	Technology Procurement	Is the City's process for obtaining technology goods and services efficient and do those goods and services meet City needs?
9	Workforce Management Series: Recruiting and Hiring	Do City efforts to recruit and hire result in the most qualified and diverse workforce possible?
2	Cost-Savings Initiative	Ongoing effort to identify opportunities to increase revenue, save money, or gain efficiencies while sustaining or improving City deliverables.

#### New Audit(s) - Added to FY 2020 Audit Plan



	Audit Topic	Preliminary Objective(s)
13	Coronavirus Response Risk Assessment	Assess current and emerging risk areas to identify critical and timely issues where audit work adds value. Potential risk areas include cybersecurity, fiscal and operational disruptions, and ensuring City Council initiatives are being implemented as intended to meet community needs.

#### Deferred Audits - To Be Considered for Future Audit Plans

	Audit Topic	Reason Deferred
3	Resource Allocation for Austin Fire Department and Austin-Travis County Emergency Medical Services	Audit work should be deferred to consider results of a City management-initiated effort to address this topic.
4	Police Data Reporting	Audit work can be deferred to a later time to allow first responders to focus on serving critical and time-sensitive resident needs.
7	Parking Management	Audit work should be deferred to allow for the current flexibility in parking management to address immediate needs.

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