Program Strategy	Inspector General / Internal Audit	Dept	Internal Audit

DESIRED FUTURE

GOAL **8 - Governmental Excellence and Effectiveness**

Desired Community Condition(s)

51. City services, operations, and finances are measured and audited as needed and meet customer needs.

57. City fixed assets, property, and infrastructure meet City goals and objectives.

58. Departmental human and financial resources and fixed assets are managed efficiently and effectively.

PROGRAM STRATEGY RESPONSE

Strategy Purpose

Enhance the public confidence and promote efficiency, effectiveness, accountability and integrity in City government by (1) ensuring compliance with city ordinances, resolutions, rules, regulations, and policies, (2) recommending operational improvements and service measurement integrity, (3) investigating complaints of fraud, corruption, and abuse and (4) recommending programs/policies which educate and raise the awarenenss of all City officials and employees.

Key Work Performed

- Conduct management audits of City departments, programs, and contractors..
- Conduct vendor/contract audits.
- Conduct payroll audits.
- Conduct cash handling audits.
- Provide management advisory services.
- Audit objectives and performance outcomes and measures to verify validity and integrity.
- Provide quarterly financial reports on budget conformance to the Mayor and City Council.
- Investigate complaints of fraud, corruption and abuse.
- Train City leaders upon the request of the Mayor or City Council.

Planned Initiatives and Objectives

- Submit the first annual report to the City Council summarizing yearly activity and results.
- Establish criteria using a risk analysis to determine when Whistleblower or other requests should initiate an investigation.

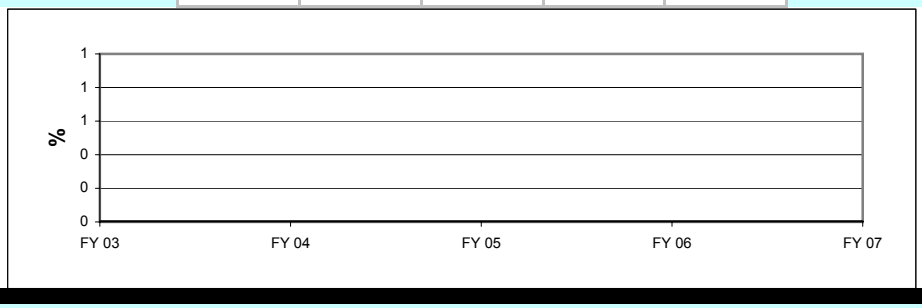
Measures of Outcome, Impact or Need

	2001	2002	2003	2004	2005	2006	2007
Demand for investigation / audit services						**tbd**	*
Citizen perception of governmental professionalism						**tbd**	*
Employee perception of governmental professionalism						**tbd**	*
Audit coverage of important high risk programs as demonstrated by risk analysis performed during the development of the annual audit plan.						**tbd**	*

Accelerating IMprovement (AIM)	Why is this measure important?
% audit recommendations accepted and fully or partially implemented at time of follow up review.	Timely implementation of recommendation produces the results sought by auditing and investigating City operations.

AIM POINTS

ACTUAL			TARGET	
FY 03	FY 04	FY 05	FY 06	FY 07
				*



Total Program Strategy Inputs			Actual	Actual	Actual	Beginning	Mid-year	Proposed
	Fund		FY 03	FY 04	FY 05	FY 06	FY 06	FY 07
Full Time Employees	General	110		11	14	14	14	14
Budget (in 000's of dollars)	General	110		674	674	1,203	1,203	1,234

Service Activities

Inspector General

			Actual	Actual	Actual	Beginning	Mid-year	Proposed
	Input	Fund	FY 03	FY 04	FY 05	FY 06	FY 06	FY 07
Budget (in 000's of dollars)	General	110				250		201
Measures of Merit								
# investigations	Output							*
# administrative actions, convictions or pleas obtained for employee/contractor wrongdoing.	Output							*
# Administrative Instructions to deter future wrongdoing.	Quality							*
Timeliness of allegations of wrongdoing.	Quality							*
% investigations resulting from employee reports.	Quality							*

Internal Audit

	Input	Fund	Actual FY 03	Actual FY 04	Actual FY 05	Beginning FY 06	Mid-year FY 06	Proposed FY 07
Budget (in 000's of dollars)	General	110						994
Measures of Merit								
# audits		Output	19	13	13			
# follow up audits		Output	10	5	5			
% recommendations accepted by audited entity or program at the time of audit.		Quality	95%	96%	92%	90%		
Requests for assistance on compliance with City rules and regs		Output	72	65	49			
End of audit survey on value added		Quality						*
Billed auditor time to total time		Quality						*
% audits performed within budgeted hours		Output						*
average number of staff days per audit		Output						*
average hours auidtor training to ensure technical proficiency		Quality						*

Strategic Accomplishments

Measure Explanation Footnotes

* New Measure