



Audit Recommendations Follow-Up Report

**For the Period October 1, 2020
Through December 31, 2020**

Project #21-06

**Prepared by
Office of Inspector General**

**J. Timothy Beirnes, CPA, Inspector General
Ann E. Haga, Executive Assistant**



SOUTH FLORIDA WATER MANAGEMENT DISTRICT

Memorandum

To: Governing Board Members

From: J. Timothy Beirnes, CPA, Inspector General
Office of Inspector General

Date: March 18, 2021

Subject: Audit Recommendations Follow-Up Report -
For the Period October 1, 2020 through December 31, 2020
Project No. 21-06

A handwritten signature in blue ink, appearing to be "JTB", is located to the right of the "From:" field.

This report was performed pursuant to the Inspector General's authority set forth in Section 20.055, F.S. Enclosed is the subject report that was conducted to assess the progress made in implementing audit recommendations.

In our efforts to continue to improve the audit process we utilize an audit recommendations tracking system as an integral part of monitoring the implementation status of audit recommendations. This system contains the basic audit information and recommendations. This system provides us with a vehicle to communicate and gather feedback on the status of the audit recommendations with the Governing Board, District management, and the audited organizational units.

Should you have any questions concerning the enclosed report, please feel free to call me at (561) 682-6398.

C: Drew Bartlett
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EXECUTIVE SUMMARY

Audit recommendations target the economy and efficiency of District operations and compliance with our policies and statutory responsibilities. Our recommendations also focus on providing District management with suggestions that facilitate their achievement of program goals and objectives. To be effective, audit recommendations must be implemented. Additionally, *Government Auditing Standards* require following up on audit recommendations in previously issued audit reports. Accordingly, the Office of Inspector General has performed follow-up audit work since the office was established in 1996. Every quarter our office surveys departments to determine the implementation status of recommendations and to encourage their completion. This information is maintained in the Inspector General's audit recommendation tracking system. The system allows each audit staff member to update the recommendation's "status" after reviewing information provided by the departments and offices.

This report on the implementation status of audit recommendations is for the period October 1, 2020 through December 31, 2020 (the "Reporting Period"). As shown in Exhibit 1, as of September 30, 2020, for previously issued audit report there were 17 recommendations that were not yet Fully Implemented, including two (2) recommendations that were Partially Implemented. During the Reporting Period, one (1) of the Partially Implemented recommendations was fully implemented. Seven (7) recommendations were added from three (3) newly issued audit reports, of which four (4) of these recommendations were implemented during the Reporting Period. In total from all reports, 18 recommendations are In-Process of being implemented and one (1) has been Partially Implemented as of December 31, 2020.

Following is a brief description of the attached exhibits:

- **Exhibit 1:** Displays a summary of recommendation statuses for all audit reports with recommendations in process of implementation. Exhibit 1 also shows the changes in the status of recommendations from the beginning of the period to the end of the period.
- **Exhibit 2:** Shows a summary of the changes in the status of recommendations by each audit report. Exhibit 2 shows only those audit reports that contained one or more recommendations that had not been fully implemented at the beginning of the reporting period.
- **Exhibit 3:** Displays detail information regarding the status of each audit recommendation. This includes the status of the recommendation for the prior reporting period and the status at the end of the current period. The comment column provides narrative information regarding implementation progress.

EXHIBIT 1
Summary of Recommendations Status
As of December 31, 2020

	In	Partially	
Prior Period Reports	Process	Implemented	Total
Status Prior Period (June 30, 2020)	15	2	17
Implemented, Partially Implemented, or Status Changed to No Longer Applicable, During Period	-	(1)	(1)
Remaining Recommendations to be Fully Implemented	15	1	16
Reports Issued During Current Period			
New Recommendations*	7	-	7
Implemented or Partially Implemented	(4)	-	(4)
Remaining Recommendations to be Fully Implemented	3	-	3
Current Status			
Remaining Recommendations to be Fully Implemented	18	1	19

* Initial Status is set as "In-Process"

EXHIBIT 2
Audit Reports With Implementation of Recommendations in Progress
As of December 31, 2020

Audit No.	Audit Title	No. of Recs		In Process	Partially Implemented	No Longer Applicable	Implemented	
	Recommendations - Prior Period Reports							
18-06	Audit of Operations, Maintenance, Repair, Replacement and Rehabilitation (OMRR&R) Cost Share Expense	15	Initial Status	0	2	0	13	Open
			Change in Status	0	-1	0	1	
			Current Period Status	0	1	0	14	
18-08	Audit of Kissimmee River Restoration Project Cost Share for Land Acquisition Expenditures	19	Initial Status	7	0	0	12	Open
			Change in Status	0	0	0	0	
			Current Period Status	7	0	0	12	
18-17	Audit of the Employee Separation Process	4	Initial Status	2	0	0	2	Open
			Change in Status	0	0	0	0	
			Current Period Status	2	0	0	2	
19-13	Audit of District Matching of Save Our Everglades Trust Fund and Land Acquisition Trust Fund Appropriations	5	Initial Status	4	0	0	1	Open
			Change in Status	0	0	0	0	
			Current Period Status	4	0	0	1	
19-17	Audit of the Education Reimbursement Program	5	Initial Status	2	0	0	3	Open
			Change in Status	0	0	0	0	
			Current Period Status	2	0	0	3	
	Recommendations - Reports Issued During Current Period							
19-14	Audit of District's Use of Contract Workers	2	Initial Status	2	0	0	0	Complete
			Change in Status	-2	0	0	2	
			Current Period Status	0	0	0	2	
19-17	Audit of the Education Reimbursement Program	4	Initial Status	4	0	0	0	Open
			Change in Status	-2	0	0	2	
			Current Period Status	2	0	0	2	
20-08	Audit of the Information Technology Solution Center	1	Initial Status	1	0	0	0	Open
			Change in Status	0	0	0	0	
			Current Period Status	1	0	0	0	
	Recommendations - All Reports							
	TOTAL	55	Prior/Initial Status	22	2	0	31	
			Change in Status	-4	-1	0	5	
			Status Current Period	18	1	0	36	
	Number of Recommendations Remaining to Be Fully Implemented	19		18	1			

EXHIBIT 3
Detail of In-Process and Partially Implemented Audit Recommendations
As of December 31, 2020

Audit No.	Rec No.	Audit Title	Status Prior Report	Status Current Report	Due Date		Recommendation	Management Response	Current Period Comments Regarding Status
					Original	Current			
18-06	1	Audit of Operations, Maintenance, Repair, Replacement and Rehabilitation (OMRR&R) Cost Share Expense	Partially Implemented	Partially Implemented	9/30/2019	On-Going	Continue working with the USACE and OMB officials to resolve OMRR&R budget and reimbursement issues.	This is an ongoing task until the OMRR&R issue is resolved. On May 7th and 8th, the District received two guests from OMB. They were given tours of project sites and several discussions took place about the problems associated with lack of OMRR&R funding. In addition, on June 11th, the District communicated to the USACE that the District would not accept any additional funding transfers until the issue is resolved. The District response also suggests that project features may be returned to the USACE. Discussions will continue until resolution is reached.	*Ongoing to continue working with the USACE and OMB officials on the budget and reimbursement issues. The District and USACE are having quarterly meetings to discuss funding issues, payments and up. This portion of the audit finding coming projects. Our last meeting was 9/11/19. *04/24/2020 - A quarterly meeting on 4/17/2020 with SFWMD & USACE financial and project staff, all agreed to the records that all back invoices have federal funding to pay and USACE has appropriated funds to continue to pay for FY2019-20 invoices. USACE is supposed to be submitting a letter to SFWMD Executive Director that invoices are caught up and paid and that funds are available for FY2019-20. The only potential outstanding financial matter is the depreciation payments. 7/8/2020 USACE reimbursements for operational and maintenance invoices are paid as well as back invoices. USACE is actively seeking appropriations to cover OMRR&R costs. This portion of the audit finding is completed. The backlog payments pertaining to the depreciation payments remains unpaid, but other actions are being discussed for the replacement of the S-332B, S-322C, S-322D structures that may change the original settlement. 10/14/2020 - Status remains the same 2/16/2021 - The outstanding payments are related to the depreciation payments for S-332B,C,D. All other OMRR&R payments are being reimbursed on a timely manner.
18-06	5	Audit of Operations, Maintenance, Repair, Replacement and Rehabilitation (OMRR&R) Cost Share Expense	In Process	Implemented	11/30/2020	11/30/2020	Implement procedures to ensure that upon the USACE's approval of fringe benefit and indirect costs rates, fringe and indirect costs previously submitted to the USACE using temporary rates are recalculated and any additional payments due to / from the District are determined.	Concur. We will build into our review and invoicing process.	New process: The finance staff will send an invoice to the USACE upon approval of the new confirmed fringe benefits and indirect cost rates from the USACE on a yearly basis, as well as any additional payments due to/ from the District while using the temporary rates if determined. *4/28/2020 - SFWMD staff have received an update to the indirect rate calculation 4/21/2020 from the outside consultants. Staff are reviewing the report. Staff are projecting that the rate for FY2018-19 expenses memo will be submitted to USACE by July 2020 and will then evaluate the impact on prior invoices submitted. FY2019-20 rates will begin shortly after the finalization of the FY2018-19 CAFR which will be completed 4/30/2020. *7/08/2020 - The approved FY19 Indirect Cost Rates have been uploaded in BW. Staff will be evaluating and submitting additional invoices for reimbursement pertaining to the new rates by 9/30/2020. Staff has implemented using the new rates for the 3rd Quarter and revisions to the 2nd Quarter. 10/14/2020 - FY2020 2nd quarter invoices were recalculated and sent 9/3/2020. The 3rd quarter with revised indirect rate. The 1st quarter recalculation of the invoices and submittal to USACE is still outstanding with an estimated submittal date of November 30, 2020. 2/16/2021 email sent 11/16/2020 to the USACE for the first Quarter revisions using the revised rates. Staff have sent all relevent invoices and this has now been completed.

Audit No.	Rec No.	Audit Title	Status Prior Report	Status Current Report	Due Date		Recommendation	Management Response	Current Period Comments Regarding Status
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18-08	1	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	6/30/2021	Expedite KRRP claim submittals to the USACE for acquired tracts not yet submitted, donations, and relocation costs.	Agreed. Workload has been shifted to delete 1 FTE full-time and 1 FTE part-time to submit the backing of claims (37 acquired tracts, 350 relocations and 50 donated tracts) within the next calendar year.	Delayed. Priority 1 item; 1 full-time FTE and 2 part-time FTEs currently working on claim submittals. Submitted 254 of the 300+ relocations through 1/15/2021. Still waiting for input from the Corps on methodology for submitting donations.
18-08	2	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	3/31/2020	Determine reasons why certified / approved tracts on the summary crediting spreadsheets are indicated as historical in IRIS and revise all relevant records; for example, summary crediting spreadsheets and IRIS, to reflect correct acreage, costs, and explanations.	Agreed. Real Estate will analyze certified / approved tracts shown in IRIS as historical and revise records accordingly	Delayed. Priority 2; Minor item to be completed after Priority 1. 1 part-time FTE working on this item.
18-08	3	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	3/31/2021	Determine whether revised claim requests should be submitted to the USACE in instances where approved tracts and tracts that have been submitted but not yet approved by the USACE are indicated as historical in IRIS.	Agreed. Real Estate will analyze whether revised claim requests should be submitted for IRIS historical tracts and will submit revised claims, as needed.	Delayed. Priority 2; Minor item to be completed after Priority 1. 1 part-time FTE working on this item.
18-08	4	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	3/31/2021	Request credit for unclaimed expenses charged to tracts already certified by the USACE; for example, reservation credits and salary expenses.	Agreed. Real Estate will work with the Office of the Inspector General to identify a list of tracts and then analyze and compile any unclaimed expenses and submit revised claims to the USACE.	Delayed. Priority 2; Minor item to be completed after Priority 1. 1 part-time FTE working on this item.
18-08	5	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	6/30/2021	Consider compiling the documentation supporting the \$29,450 in relocation expenses that were denied and resubmit to the USACE for credit.	Agreed. Real Estate will analyze, compile and submit additional information for any denied portions of claims, and submit revised claims to the USACE as appropriate.	Delayed. Priority 3; Minor item to be completed after Priority 2.
18-08	6	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	6/30/2021	Submit revised claims for unclaimed expenses charged to the tracts that have been submitted for credit but not yet approved by the USACE.	Agreed. Real Estate will work with the Office of the Inspector General to identify a list of tracts and then analyze and compile any unclaimed expenses and submit revised claims to the USACE as appropriate.	Delayed. Priority 3; Minor item to be completed after Priority 2.
18-08	13	Audit of Kissimmee River Restoration Project Cost Share For Land Acquisition Expenditures	In Process	In Process	12/31/2019	6/30/2021	Request credit for all unclaimed creditable salary related expenses incurred during October 1, 2006 to present and any subsequent salary related expenses.	Agreed. Priority 3 - Real Estate will request an update of salary expenses from the Finance Bureau to bring salary costs current and submit the salary expenses for credit.	Delayed. Priority 3 item; Minor item to be completed after Priority 2. Costs have been updated through 12/4/2019 and reflected on the Master Cost Share spreadsheet update on 12/20/2019, but a claim has not yet been sent.

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18-17	3	Audit of the Employee Separation Process	In Process	In Process	9/30/2020	9/30/2021	The IT Bureau should review the feasibility of programming a direct communication link between HRIS and network accounts to avoid issues that occur with the current interface.	IOM currently provides integration with HRIS and Active Directory, Exchange and other target systems. Programming a direct link from HRIS to target systems would simplify the system and increase reliability. The IT Division will consider replacing IOM with a direct link from HRIS to the target systems. This effort will be considered during budget planning for future fiscal years and will need to be prioritized against other IT initiatives.	1/25/2021 Information Technology is recommending Governing Board approval for software to replace the existing identity management system. The contract is scheduled to go to the February Governing Board. This effort, if approved, is on track for completion by 9/30/2021.
18-17	4	Audit of the Employee Separation Process	In Process	In Process	9/30/2020	6/30/2021	The District Security and IT Bureau should ensure that the new badge access system captures and maintains all pertinent information on badge access such as activated and disabled dates.	IT and Field Operations and Land Management Divisions will ensure that the new badge access system captures and maintains badge access information including activation and deactivation dates.	1/25/2021 District Security and the Information Technology Division are replacing the access control system. The new system will link directly to the network account and deactivate the access control badge when the network account is disabled. The revised target date for completion of the new access control system is 6/30/2021.
19-13	2	Audit of District Matching of Save Our Everglades Trust Fund and Land Acquisition Trust Fund Appropriations	In Process	In Process	11/30/2020	5/31/2021	Initiate the expenditures reanalysis to determine whether the criteria used to determine expense match eligibility are still valid and /or needs updating.	Management concurs and will review the current presentation that entails the previously approved matching criteria and those expenses that were deemed as not eligible for matching with Executive Management and DEP to determine if there are additional expense criteria that may qualify.	10/28/2020 Budget Bureau staff will set up time with Executive Management and then DEP to review the presentation of eligible criteria for matching and update presentation and expenditure analysis. 2/16/2021 Status remains the same.
19-13	3	Audit of District Matching of Save Our Everglades Trust Fund and Land Acquisition Trust Fund Appropriations	In Process	In Process	11/30/2020	5/31/2021	Determine the correct SOETF and /or LATF appropriation amounts that require matching contributions by the District for Fiscal Years 2011, 2012, 2013, 2017, and 2019.	Management concurs to reevaluate those sources included within the GAA line items to correct amounts requiring matching contributions. Staff has already started updating the matching spreadsheet against the GAA lines for the respective fiscal years	10/28/2020 Budget Bureau staff have updated the spreadsheet but it is still in DRAFT format and will finalize the entire spreadsheet analysis once No. 19-13 No. 2 has been completed for a comprehensive update. 2/16/2021 Status remains the same.
19-13	4	Audit of District Matching of Save Our Everglades Trust Fund and Land Acquisition Trust Fund Appropriations	In Process	In Process	11/30/2020	5/31/2021	Ensure that the Budget Bureau's tracking spreadsheet correctly reflects the following: SEOTF / LATF appropriations that require expenditure matching by the District, eligible matching expenditures, and indirect expenses.	Management concurs to update the tracking spreadsheet based upon the reevaluation of those sources included within the GAA line items requiring matching contributions. Staff has already started updating the matching spreadsheet against the GAA lines for the respective fiscal years	10/28/2020 Budget Bureau staff have updated the spreadsheet but it is still in DRAFT format but does have to update prior year with Finance Bureau's updated indirect cost that they have caught up per the OMRR&R audit and will finalize the entire spreadsheet analysis once No. 19-13 No. 2 has been completed for a comprehensive update. 2/16/2021 Status remains the same.

Audit No.	Rec No.	Audit Title	Status Prior Report	Status Current Report	Due Date		Recommendation	Management Response	Current Period Comments Regarding Status
					Original	Current			
19-13	5	Audit of District Matching of Save Our Everglades Trust Fund and Land Acquisition Trust Fund Appropriations	In Process	In Process	4/30/2021	7/31/2021	Inform FDEP of the District's compliance status with Chapter 373, Section 373.470, Subsection 373.470(6), Paragraph 373.470 (6)(a), F.S., which requires that SOETF and/or LATF appropriations be matched by District contributions.	Management concurs and has provided DEP with several updates upon request and will provide a final spreadsheet illustrating the District's matching of sources through Fiscal Year 2019-2020 in compliance with mentioned statutes.	10/28/2020 Findings of this audit was discussed with DEP staff and Budget staff will provide a final record once findings No. 19-13 No. 2-4 have been completed 2/16/2021 We have discussed with DEP the status of the District's matching status but have not sent a formal record.
19-14	1	Audit of the District's Use of Contract Workers	In Process	Implemented	On-Going	On-Going	Consider hiring staff to replace contract workers that are assigned to long term projects and day-to-day activities ordinarily performed by District staff, where it is cost-effective.	Over the last several years District managers have identified several contract positions that were more cost effective to be performed with in house resources and full-time positions were redirected to those areas to bring those resources in house. This can most notably be seen within the SCADA section where several contract positions were converted to full time equivalent position through a recruitment process. District managers will continually strive to implement cost effective resources and approaches to deliver the District's missions.	District management continues to closely monitor District needs and evaluate the cost-effectiveness of contract positions and striking that balance with the ability to deliver on the District's mission.
19-14	2	Audit of the District's Use of Contract Workers	In Process	Implemented	On-Going	On-Going	The District should consider performing a review of its compensation particularly for job categories in high demand to determine whether the District is offering competitive compensation.	The District recently conducted a job study to compare the compensation of our job categories with other similar government entities. In August 2019, the District implemented salary increases for particular job categories identified in the study to bring them closer to the market midpoint consistent with similar government entities. We will continue to monitor District job categories to ensure we are offering competitive compensation, as appropriate.	District management continues to monitor job categories to ensure competitive compensation. This evaluation is incorporated and contemplated in the quarterly salary reviews conducted by the AED and COS.
19-17	1	Audit of the Education Reimbursement Program	In Process	In Process	10/31/2020	3/31/2021	Consider developing a method of tracking the effectiveness (promotion rates) and outcomes (program completion rates) of employees in the Education Reimbursement Program.	The effectiveness of the District's Educational Reimbursement Program can be measured by a variety of factors; the promotion rate being one of them. We will work with Leadership to identify key metrics for the program effectiveness.	2/1/2021 All education reimbursement records have been moved to electronic format, so going forward, the records will be more readily retrieved. Additionally, education reimbursement procedures have been drafted with changes, based upon the audit recommendations, which are being routed for internal review, then followed by legal review, and ultimately, Executive Director's approval.
19-17	2	Audit of the Education Reimbursement Program	In Process	In Process	10/31/2020	3/31/2021	Develop a more comprehensive Educational Reimbursement Policy and procedural guidelines to address program requirements such as: a. Documentation requirements b. Fees and other costs eligible for reimbursement. c. Financial assistance calculations in reimbursement, and d. Repayment to the District in the event of overpayment or findings of false documentation.	The Education Reimbursement Procedure will be modified to include all four points outlined in the bullets above, as it would provide more clarity for all using the program. The District houses the program requirements in a procedure, versus a policy for all our programs. This has been the guidance HR has received from our legal office and ensures a consistent approach to HR policies and procedures.	2/1/2021 All education reimbursement records have been moved to electronic format, so going forward, the records will be more readily retrieved. Additionally, education reimbursement procedures have been drafted with changes, based upon the audit recommendations, which are being routed for internal review, then followed by legal review, and ultimately, Executive Director's approval.

Audit No.	Rec No.	Audit Title	Status Prior Report	Status Current Report	Due Date		Recommendation	Management Response	Current Period Comments Regarding Status
					Original	Current			
20-03	1	Audit of Employee Time Coding Process	In Process	Implemented	10/31/2020	10/31/2020	Remind all District employees working on project/work order related activities the importance of ensuring that hours worked are properly charged to project activity code, work orders, and cost centers.	An emailed reminder will be sent out by each of the Bureau Chiefs to all staff in their group highlighting the importance of proper timesheet coding for the purpose of cost share recovery, resource tracking, and future project planning. This email will include direction on the use of time code 36 (uncompensated time) which applies to Executive staff, Bureau Chiefs, and Section Administrators and time code 31 (comp time accrual). It is important that both time codes are used appropriately to further validate proper workforce needs.	A Process Map has been created to outline the steps that are to be followed when time sheet errors do occur. HR timesheet controller runs transfer time in SAP to review released/approved time. A standard email is sent to the SAP Solution Center, Employee Time Administrator, Budget Office and Process & Project Controls if timesheet error occurs. If errors seen are associated with SAP Project System (PS) or SAP Plant Maintenance (PM) modules, the Process & Project Controls Section corrects either the network activity (PS) or work order (PM) from Headquarters and coordinates solution with Project Manager and field staff Planner Schedulers. HR is informed to rerun the transfer of time and if error is corrected then runs the Display Time Worked report (CAT DA). If error is still seen, process is cycled with Process and Project Controls until time is run error free. Copy of the time sheet review process to ensure hourse are properly charged is available on the Process Map OneDrive site at: https://sfwmdoffice.sharepoint.com/:b:/r/sites/collab/metrics/Public%20Engagement%20and%20Administration/Payroll_Processing_04_23_2014.pdf?csf=1&web=1&e=GqrgRI
20-03	2	Audit of Employee Time Coding Process	In Process	In Process	10/31/2020	3/31/2021	Ensure that employees working on project/work order related activities are proactive in obtaining and using project activity codes and/or work order numbers.	Each Bureau Chief will direct their employees to ensure they receive the appropriate time code associated with the project prior to submitting their timesheet. Then, all hours worked on the project shall be entered on their timesheets using that code.	During the March 19th Bureau Chief meeting with the Executive Team, COS will remind Bureau Chiefs and Section Administrators of the importance of proper time coding and share and discuss the information provided above in in 20-03 (1) &(4), as well as the process maps.
20-03	3	Audit of Employee Time Coding Process	In Process	In Process	10/31/2020	3/31/2021	Instruct supervisors responsible for approving employees' timesheets to ensure that time worked on cost center, work order, and project related activities are properly reflected on the employees' bi-weekly timesheets.	Each Bureau Chief will direct their Section Administrators and Section Leaders to be sure staff are appropriately charging their time to a project timecode rather than their default code, prior to approving their timesheets.	During the March 19th Bureau Chief meeting with the Executive Team, COS will remind Bureau Chiefs and Section Administrators of the importance of proper time coding and share and discuss the information provided above in in 20-03 (1) &(4), as well as the associated process maps.

Audit No.	Rec No.	Audit Title	Status Prior Report	Status Current Report	Due Date		Recommendation	Management Response	Current Period Comments Regarding Status
					Original	Current			
20-03	4	Audit of Employee Time Coding Process	In Process	Implemented	10/31/2020	10/31/2020	Require that project managers increase monitoring of internal labor charges in Project System to ensure that employees working on specific activities are charging time to the activities. Ensure that the District's policy of named resources for network activity planning is followed. In instances where labor charges do not reflect the employees' level of activity, consider requiring project managers to notify employee and employee's supervisor.	Each Bureau Chief will direct their project managers to get an internal time charge report once each quarter from Metrics, then compare actual charge values to those originally planned. If there are any cases of assigned staff working on a project, but not charging to it, the project manager is to notify that staff member and their direct supervisor by email.	<p>Completed automation improvement and adjustment of Project System Time Sheet Charge Tracking Tool for Fiscal Year 2021. The Tool is made available to the District's Project Managers and Managers every two weeks through a Sharepoint Site. This tool helps managers and Project Managers quickly determine who is and is not charging time to their projects based on the planned value scheduling. The tool is utilized by selected the Project Managers name in the pull down tab titled (ALL) and the project associated with that Project Manager in SAP Project System shows up with the current time charge status. The tool is a permanent section in the Friday Morning Report so it is easier for Project Managers and Managers to check timesheets each two weeks to see if they correspond with project coding and plans.</p> <p>The bi-weekly time charge status tool is available every two weeks on the OneDrive at:</p> <p>https://sfwmdoffice.sharepoint.com/:x:/r/sites/collab/sapprojsys/Shared%20Documents/PS%20Timesheet%20Charge%20Tracker/PS%20Time%20Sheet%20Charge%20Tracker.xlsx?d=wa88c7b0fe5c449cb93b667a457de58ff&csf=1&web=1&e=vHn5oK</p>
20-06	1	Audit of the Information Technology Solution Center	In Process	In Process	12/31/2020	3/31/2021	Consider implementing a set of benchmarks to use as productivity goals to gauge the efficiency and effectiveness of the Information Technology Solution Center.	Information Technology will establish appropriate standards to ensure the IT Help Desk maintains its efficiency and effectiveness based on District support needs and IT staffing levels.	2/2/2021 Information Technology is in progress establishing metric(s) to measure efficiency and effectiveness as they progress through recent and upcoming staff changes.