

CA-05-19 - Appendix E

<b>Office of the City Auditor</b> <b>2019 - 2020 Key Performance Indicators <sup>1</sup></b> <b>as of April 30, 2019</b>			
	Actual to Date	Annual Target	Comments
<b>Output</b>			
Completion of audit plan <sup>2</sup>	0%	100%	4 audits in planning
Percentage of recommendations accepted by management	98%	100%	On target.
Percentage of recommendations closed	66%	100%	All in progress action plans address recommendations from 2017 forward.
Percentage of recommendations implemented by the original agreed date	95%	85%	On target.
<b>Quality</b>			
Overall Value Delivered (out of total score = 4)	0	3	No audits completed to date for 2019.
Quality Assurance Review Results - Meets Requirements	0%	100%	No audits completed to date for 2019. Audit working papers are reviewed during reporting phase.
<b>Continued Professional Education</b>			
CIA/CCSA/CGAP/CRMA Accreditations	6.5	40	Reporting required every year by December 31st
Certified Fraud Examiner Accreditation	13.2	20	Reporting required every year by July 1st
<b>Efficiency</b>			
Percentage of audit hours utilized	3%	100%	Also utilized in 2019: 2% of hrs for consulting services 0% of hrs for ad hoc services <sup>3</sup> 55% of hrs for administrative work <sup>4</sup>

<sup>1</sup> Work plan year is from March 1, 2019 to March 31, 2020

<sup>2</sup> Excludes ad hoc audits/reviews

<sup>3</sup> Includes ad hoc reviews and special investigations

<sup>4</sup> Includes audit function maintenance, administration, and in-progress management action plan follow-up

<b>Client Comments from Audit Effectiveness Survey</b>