

# CA-09-19 Appendix A: City of Burlington Audit Universe

Public Safety	Maintenance	Roads and Transportation	Leisure	Design and Build	Customer Relations and Citizen Representation	Internal Support and Administration
<ul style="list-style-type: none"> <li>• <b>Animal Control</b> <ul style="list-style-type: none"> <li>• Adoption and Care</li> <li>• Animal By-laws Enforcement and Education</li> <li>• Dog Licensing</li> </ul> </li> <li>• <b>By-law Enforcement</b> <ul style="list-style-type: none"> <li>• By-law Enforcement Complaints and Inspections</li> <li>• By-law Licensing</li> <li>• By-law Lottery Licensing and Liquor Licensing</li> <li>• By-law Permits</li> </ul> </li> <li>• <b>Emergency Management</b> <ul style="list-style-type: none"> <li>• City Emergency Planning</li> <li>• Business Continuity</li> </ul> </li> <li>• <b>Fire Communications</b></li> <li>• <b>Fire Emergency Response</b> <ul style="list-style-type: none"> <li>• Fire Emergency Response</li> <li>• Fire Volunteer</li> <li>• Fire Administration</li> <li>• Fire Maintenance</li> <li>• Fire Training</li> <li>• Fire Station Operations</li> </ul> </li> <li>• <b>Fire Prevention &amp; Public Education</b> <ul style="list-style-type: none"> <li>• Fire Public Education</li> <li>• Fire Prevention</li> </ul> </li> <li>• <b>Halton Court Service</b> <ul style="list-style-type: none"> <li>• Halton Court Service Prosecution</li> <li>• Halton Court Service Administration</li> <li>• Halton Court Service Courtroom Support</li> <li>• Halton Court Service Collection of Unpaid Fines</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Cemetery</b> <ul style="list-style-type: none"> <li>• Customer Service and Sales</li> <li>• Interment Services</li> <li>• Grounds Maintenance</li> </ul> </li> <li>• <b>Environment and Energy</b> <ul style="list-style-type: none"> <li>• Community Energy Plan</li> <li>• Energy Management Plan (City Operations)</li> <li>• Sustainability Initiatives</li> </ul> </li> <li>• <b>Parks and Open Space Maintenance</b> <ul style="list-style-type: none"> <li>• Parks and Open Space Maintenance</li> <li>• Horticulture</li> <li>• Playground and Irrigation Maintenance</li> </ul> </li> <li>• <b>Roadway and Sidewalk Maintenance</b> <ul style="list-style-type: none"> <li>• Road and Sidewalk Inspection</li> <li>• Roadway Routine Maintenance</li> <li>• Sidewalk Maintenance</li> <li>• Winter Maintenance</li> </ul> </li> <li>• <b>Surface Water Drainage</b> <ul style="list-style-type: none"> <li>• Surface Water Drainage Project Management</li> <li>• Surface Water Drainage Maintenance</li> <li>• Resident Drainage Customer Service</li> <li>• Storm Water Management Design Review</li> <li>• Site Alteration Permitting and Administration</li> </ul> </li> <li>• <b>Tree Management</b> <ul style="list-style-type: none"> <li>• Tree Maintenance</li> <li>• Tree Planting</li> <li>• Urban Forest Health and Pest Management</li> <li>• Public Tree Bylaw Administration &amp; Enforcement</li> <li>• Private Tree By-law Pilot</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Parking</b> <ul style="list-style-type: none"> <li>• Parking Space Management</li> <li>• Parking Revenue Management</li> <li>• Parking By-law Enforcement</li> </ul> </li> <li>• <b>Roads and Structures – Design and Construction</b> <ul style="list-style-type: none"> <li>• Survey</li> <li>• Design</li> <li>• Construction Administration</li> <li>• Construction Inspection</li> <li>• Municipal Consent</li> </ul> </li> <li>• <b>Specialized Transit</b></li> <li>• <b>Traffic Operations Management</b> <ul style="list-style-type: none"> <li>• Traffic Operations</li> <li>• Traffic Signals</li> <li>• Crossing Guard Program</li> <li>• Streetlighting</li> </ul> </li> <li>• <b>Transit</b></li> <li>• <b>Transportation Planning</b> <ul style="list-style-type: none"> <li>• Developer Application Review</li> <li>• Long Range Transportation Planning</li> <li>• Active Transportation</li> <li>• Active &amp; Sustainable School Travel</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Arts and Culture</b> <ul style="list-style-type: none"> <li>• Festivals and Events</li> <li>• Public Art Collection Management</li> <li>• Art &amp; Cultural Programs &amp; Services</li> <li>• Cultural Mapping and Community Liaison</li> <li>• Relationship Liaison with Arts &amp; Culture Boards</li> </ul> </li> <li>• <b>Recreation</b> <ul style="list-style-type: none"> <li>• Aquatic Programs</li> <li>• Ice Programs</li> <li>• Golf Course and Program</li> <li>• Food and Beverage Services</li> <li>• Parks and Trails</li> <li>• General Recreation Programs</li> </ul> </li> <li>• <b>Organized Sport Support</b> <ul style="list-style-type: none"> <li>• Sport Organization Relationships</li> <li>• Sport Venue Operations</li> <li>• Sport Organization Granting</li> <li>• Sport Organization Allocation of Space</li> <li>• Sport Joint Venture Contract Management</li> <li>• Sport Venue Renovations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Building Code Permits and Inspection</b> <ul style="list-style-type: none"> <li>• Application Process</li> <li>• Plans Review</li> <li>• Building Inspections</li> </ul> </li> <li>• <b>Community Design and Development Review</b> <ul style="list-style-type: none"> <li>• Official Plan Amendments and Zoning By-law Amendments</li> <li>• Site plan/Minor Development/Zoning Certificates</li> <li>• Subdivision/Condo/Part Lot Control</li> <li>• Variances, Consent and Other City Tribunals</li> <li>• Policy and Research</li> <li>• Data Management</li> </ul> </li> <li>• <b>Facilities and Buildings – Design and Construction</b></li> <li>• <b>Parks and Open Space – Design and Development</b> <ul style="list-style-type: none"> <li>• Park and Open Space Planning</li> <li>• Parks and Open Space Design and Construction</li> <li>• Parks and Open Space Asset Management</li> </ul> </li> <li>• Landscape Architecture</li> <li>• Community Garden Program</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Council and Citizen Committee</b> <ul style="list-style-type: none"> <li>• Council and Committee</li> <li>• Citizen Advisory Committee</li> <li>• Election</li> </ul> </li> <li>• <b>Service Burlington</b> <ul style="list-style-type: none"> <li>• Cashiering &amp; Inquiries</li> <li>• Vital Statistics</li> <li>• Records Management</li> <li>• Access and Privacy</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Asset Management</b> <ul style="list-style-type: none"> <li>• Asset Management Oversight</li> <li>• Long-Range Financial and Operational Planning</li> </ul> </li> <li>• <b>Corporate Legal</b> <ul style="list-style-type: none"> <li>• Insurance/Risk Management</li> <li>• Real Estate Service (Property &amp; Land)</li> <li>• Legal Service</li> </ul> </li> <li>• <b>Corporate Management</b> <ul style="list-style-type: none"> <li>• Corporate and Strategic Planning</li> <li>• Enterprise Risk Management</li> <li>• Board Liaison</li> <li>• Corporate Project Management</li> <li>• Corporate Culture Leadership</li> </ul> </li> <li>• <b>Financial Management</b> <ul style="list-style-type: none"> <li>• Procurement Process</li> <li>• Insurance Claims Management</li> <li>• Transactional Processing</li> <li>• Financial Reporting and Business Planning</li> <li>• Property Tax Billing, Collection and Payment Processing</li> </ul> </li> <li>• <b>Fleet Management</b> <ul style="list-style-type: none"> <li>• Vehicle and Equipment Maintenance</li> <li>• Vehicle Procurement</li> <li>• Vehicle and Equipment Operator Training</li> </ul> </li> <li>• <b>Geographic Information and Mapping</b> <ul style="list-style-type: none"> <li>• Property/Land Information Service</li> <li>• Data Management Service</li> <li>• Map Production Service</li> </ul> </li> <li>• <b>Government Relations &amp; Strategic Communication</b> <ul style="list-style-type: none"> <li>• Government Relations</li> <li>• Strategic Communications</li> </ul> </li> <li>• <b>Human Resources</b> <ul style="list-style-type: none"> <li>• Compensation and Benefits</li> <li>• Corporate Learning and Development</li> <li>• Recruitment</li> <li>• Employee &amp; Labour Relations</li> <li>• Succession Management</li> <li>• Health, Safety and Wellness</li> </ul> </li> <li>• <b>Information Technology</b> <ul style="list-style-type: none"> <li>• IT Support Service</li> <li>• IT Consulting Service</li> <li>• IT Solution Delivery</li> </ul> </li> <li>• <b>Internal Audit</b></li> <li>• <b>Sign Production</b> <ul style="list-style-type: none"> <li>• Sign Design</li> <li>• Sign Production</li> <li>• Sign Installation</li> </ul> </li> </ul>
<p>Where services/sub-services contain corporate functions, these services/sub-services will be adjusted accordingly.</p>						
<p><b>Corporate Function</b></p>						
<ul style="list-style-type: none"> <li>• Accounts Payable/Purchasing Card Program</li> <li>• Accounts Receivable</li> <li>• Asset Management</li> <li>• Budget Development &amp; Monitoring</li> <li>• Business Performance</li> <li>• Cash Handling</li> <li>• Change Management</li> <li>• Compliance</li> <li>• Contract Development &amp; Management</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Employee Performance Management</li> <li>• GL Transactions &amp; Accounts</li> <li>• Internal/Administrative Governance (not Council)</li> <li>• Grant Administration</li> <li>• Fraud Management</li> <li>• Information Management</li> <li>• Information Security</li> <li>• Innovation</li> <li>• Inventory Management</li> <li>• IT Application Support</li> <li>• IT Network Operations</li> </ul>	<ul style="list-style-type: none"> <li>• IT Security</li> <li>• Payroll &amp; Benefits Administration</li> <li>• Payroll Processing</li> <li>• Physical Security</li> <li>• Privacy</li> <li>• Procurement</li> <li>• Project management</li> <li>• Property Management</li> <li>• Records Management</li> <li>• Recruitment</li> <li>• Risk Management</li> <li>• Strategy Development &amp; Monitoring</li> </ul>				