Report of Management Actions on Internal Audit Recommendations
As of June 30, 2012

City of Tulsa Internal Auditing

January 2013

Report of Management Actions
on Internal Audit Recommendations

As of June 30, 2012

City of Tulsa Internal Auditing

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Ron Maxwell, CIA, CFE
Chief Internal Auditor

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Clift Richards, CPA
City Auditor

AUDIT TEAM:
Cecilia Ackley, CPA
Lela Walden, CPA

INTRODUCTION

The purpose of this report is to provide information on the status of corrective action management has agreed to implement. This report is one of the ways Internal Auditing reports on the actions taken by management on audit recommendations.

Internal Auditing maintains a database to track pending corrective action. Since its creation in 1988, Internal Auditing has made a total of 1,237 recommendations for improvement. The database contains 1,028 of the recommendations. The recommendations not tracked were made to grant sub-recipients or are tracked in other ways. Exhibit 1 on page 2 presents summary information about the 1,028 recommendations on the database.

Each recommendation on the database has a date when corrective action is to be completed. Annually, Internal Auditing sorts the database to identify all pending recommendations with expired completion dates. An inquiry form is sent for each expired completion date asking whether corrective action has been completed.

This year, Internal Auditing distributed 18 inquiry forms for recommendations with projected completion dates through June 30, 2012. City managers were requested to indicate if corrective action had been completed. The results from the inquiry forms in this report are based on the responses provided by management. The responses were not independently verified by Internal Auditing.

Based on the information provided by management on the inquiry forms and other correspondence with Internal Auditing, corrective action on 7 audit recommendations had been completed during the fiscal year ended June 30, 2012. Management, also, partially completed corrective action on 11 additional recommendations.

A history of audit recommendations is presented at Exhibit 1 on page 2. A summary of the inquiry results is presented at Exhibit 2 on page 3. Exhibit 3 on page 4 presents the status of audit recommendations made during the last five fiscal years.

Exhibit 1
HISTORY OF AUDIT RECOMMENDATIONS

BEFORE STATUS UPDATES

	Number of Findings	Number Declined*	Number Accepted	Number Completed	Number Open
Airport	44	3	41	41	0
City Council	16	0	16	16	0
Citywide	41	6	35	26	9
Community Development and Education	5	0	5	5	0
Development Services	21	2	19	19	0
Economic and Real Estate Development	6	1	5	5	0
Equipment Management	31	1	30	30	0
Finance	224	28	196	194	2
Fire	40	0	40	40	0
Gilcrease Museum	23	0	23	23	0
Grants Administration	8	0	8	8	0
Human Resources	109	8	101	99	2
Human Rights	8	0	8	7	1
Information Technology	86	7	79	77	2
Legal	13	1	12	12	0
Municipal Court	38	4	34	34	0
Park	47	8	39	39	0
Performing Arts Center	7	0	7	7	0
Police	134	24	110	110	0
Public Works	105	9	96	94	2
Real Estate Management	5	0	5	5	0
Tulsa Area Emergency Management Agency	2	0	2	2	0
Tulsa Zoo	6	1	5	5	0
Working in Neighborhoods	9	1	8	8	0
TOTAL	1,028	104	924	906	18
Total recommendations included in this status report					18

*This column includes recommendations that were declined by management or not implemented because of changed conditions.

AFTER STATUS UPDATES

	Number of Findings	Number Declined*	Number Accepted	Number Completed	Number Open
Airport	44	3	41	41	0
City Council	16	0	16	16	0
Citywide	41	6	35	29	6
Community Development and Education	5	0	5	5	0
Development Services	21	2	19	19	0
Economic and Real Estate Development	6	1	5	5	0
Equipment Management	31	1	30	30	0
Finance	224	28	196	196	0
Fire	40	0	40	40	0
Gilcrease Museum	23	0	23	23	0
Grants Administration	8	0	8	8	0
Human Resources	109	8	101	100	1
Human Rights	8	0	8	7	1
Information Technology	86	7	79	77	2
Legal	13	1	12	12	0
Municipal Court	38	4	34	34	0
Park	47	8	39	39	0
Performing Arts Center	7	0	7	7	0
Police	134	24	110	110	0
Public Works	105	9	96	95	1
Real Estate Management	5	0	5	5	0
Tulsa Area Emergency Management Agency	2	0	2	2	0
Tulsa Zoo	6	1	5	5	0
Working in Neighborhoods	9	1	8	8	0
TOTAL	1,028	104	924	913	11

*This column includes recommendations that were declined by management or not implemented because of changed conditions.

Exhibit 2
ANALYSIS OF RESPONSES TO 6/30/12 STATUS INQUIRIES

	COMPLETE	PARTIAL	PENDING	WILL NOT BE IMPLEMENTED	NO REPLY	TOTAL
Citywide	3	0	6	0	0	9
Finance	2	0	0	0	0	2
Human Resources (HR)	1	1	0	0	0	2
Human Rights	0	0	1	0	0	1
Information Technology (IT)	0	1	1	0	0	2
Public Works (PW)	1	1	0	0	0	2
TOTAL	7	3	8	0	0	18
PERCENT	39%	17%	44%	0%	0%	100%

3
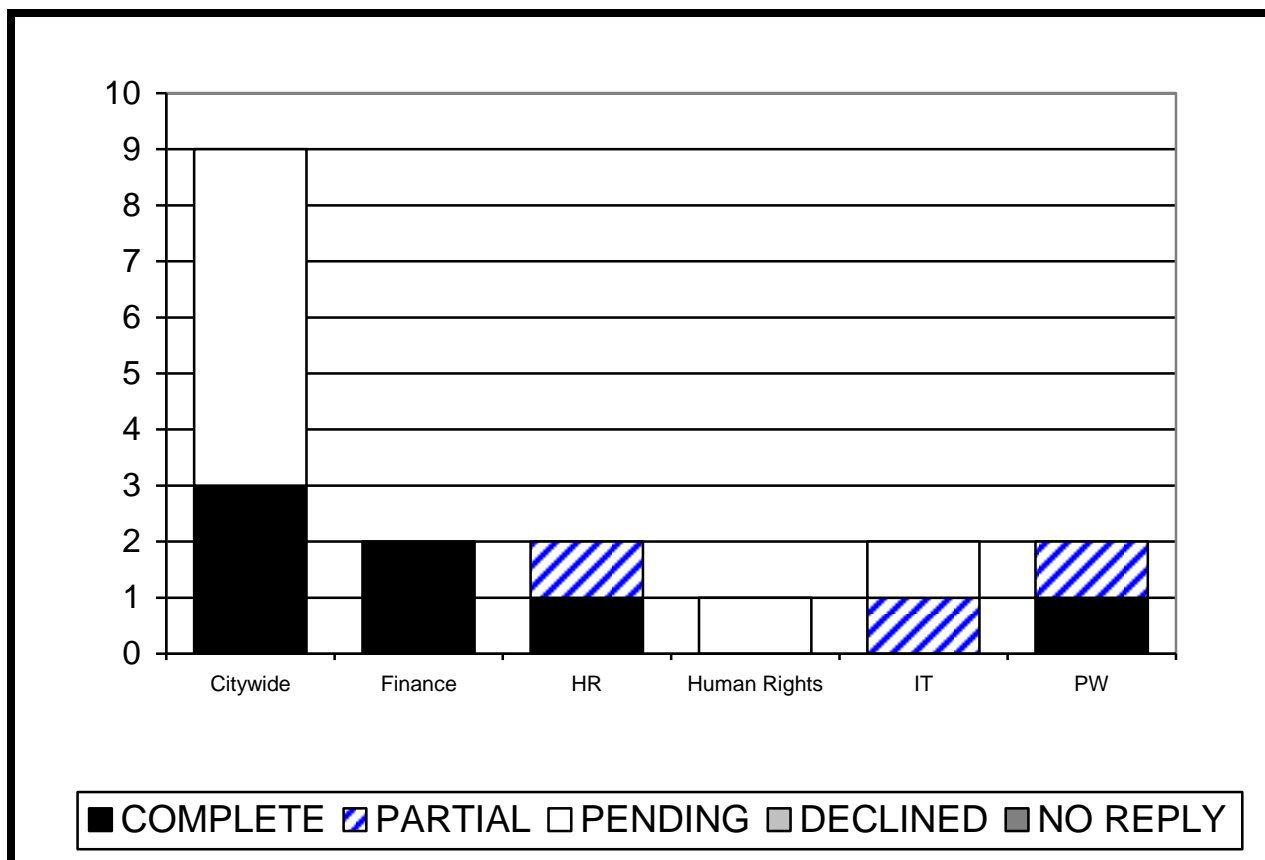
Exhibit 3

RECORD OF AUDIT RECOMMENDATIONS
## FOR THE LAST FIVE FISCAL YEARS
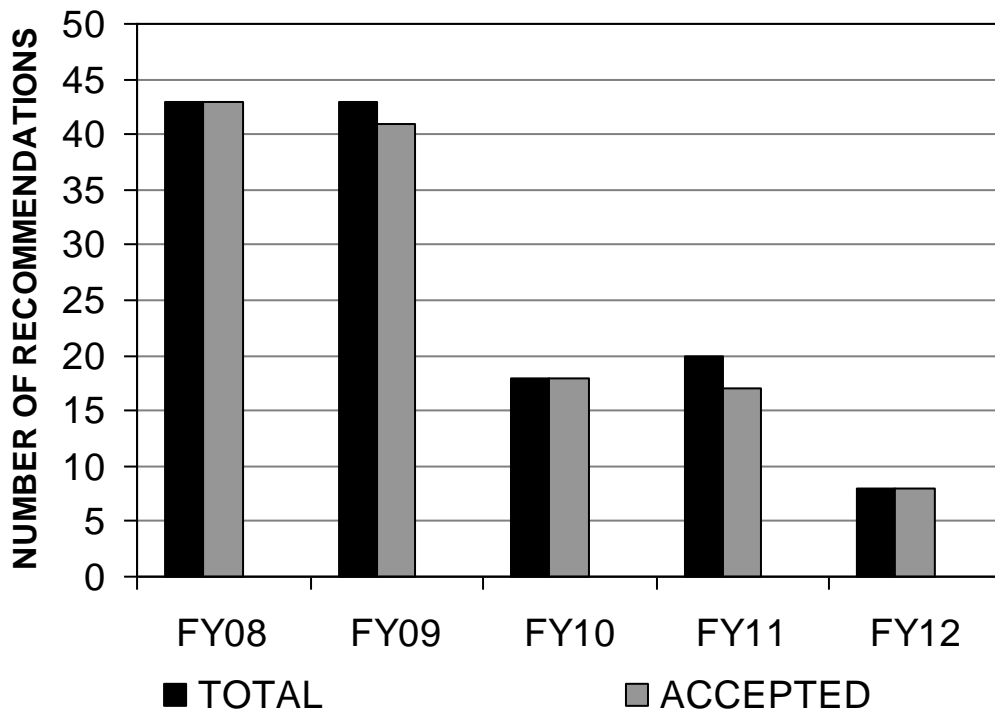
These numbers are based on the management responses to the initial audit report. Current statistics are shown in Exhibit 1.
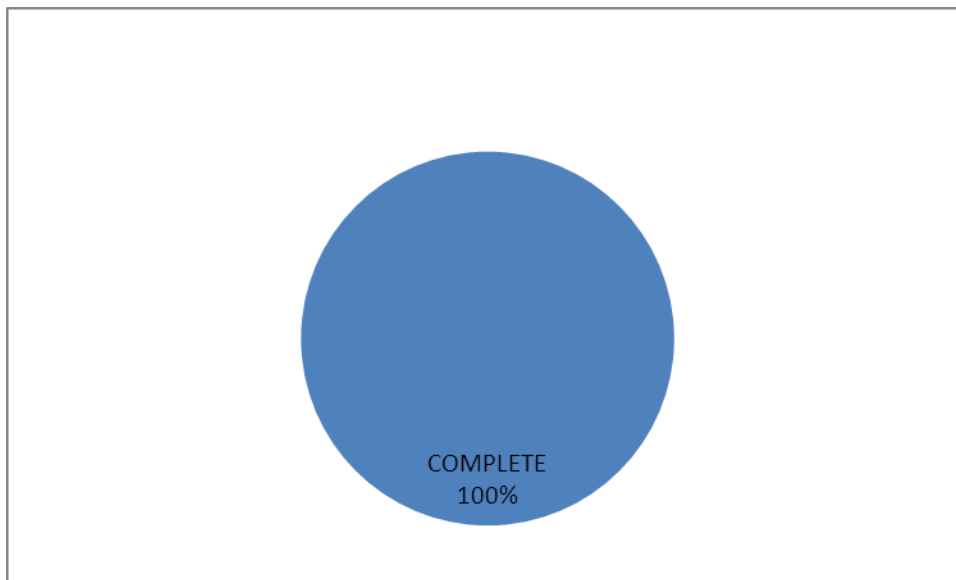
AIRPORT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Construction Contract Change Orders	12-Oct-88	8	0	2	2	0
Airport Concessions	21-Sep-90	31	2	29	29	0
Supplies Inventory	4-May-00	2	0	3	3	0
Accounts Receivable Controls Review	2-Dec-04	3	1	7	7	0
Total		44	3	41	41	0

DECLINED 7%
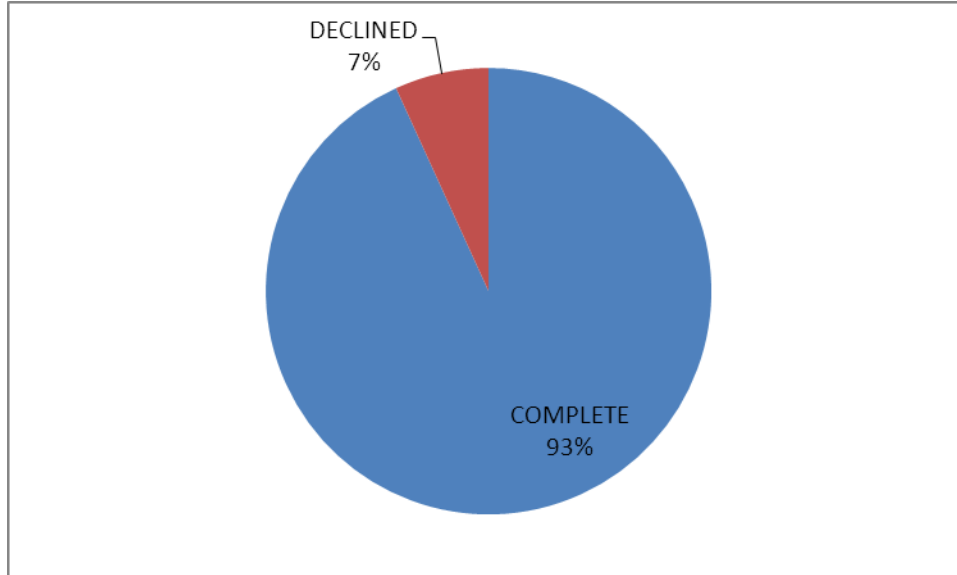
COMPLETE 93%

CITY COUNCIL

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Imprest & Petty Cash	15-Apr-93	2	0	2	2	0
City Council Special Investigation	31-Aug-99	8	0	8	8	0
Budget Process/Council	12-Sep-06	5	0	5	5	0
Grants Administration	30-Jan-08	1	0	1	1	0
Total		16	0	16	16	0

COMPLETE
100%

CITY-WIDE

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Equipment Utilization	28-Feb-91	4	0	4	4	0
Parking Facilities Revenue	15-Sep-92	2	1	1	1	0
Information Systems Plan Special Examination	29-Nov-93	8	2	6	6	0
Records Retention & Storage	21-Dec-93	1	0	1	1	0
Chamber of Commerce Contract Compliance	31-Mar-94	6	1	5	5	0
LAN Security & Planning	28-Nov-95	7	1	6	6	0
Ethics Complaint	17-Mar-06	4	1	3	3	0
Expenditure Analysis	31-Jan-09	6	0	6	0	6
Ethics Complaint	19-May-11	3	0	3	3	0
Total		41	6	35	29	6

15%

COMPLETE

DECLINED

PARTIAL

14%

71%
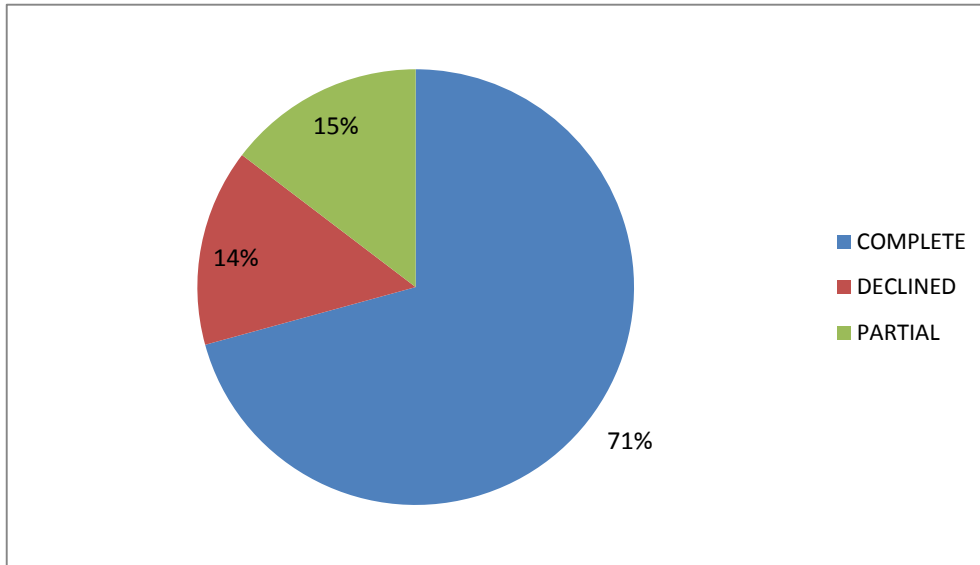
CITY-WIDE

The following were COMPLETED:

Audit – Special Project – Ethics complaint
Finding 1 – The Mayor should request an opinion on appearance of any impropriety from the Ethics Advisory Committee before accepting free services from contractors. The Mayor should obtain City Council approval of acceptance of free service donations as required by Title 4, Chapter 3, TRO Section 313 entitled "donations".
Finding 2 – The Mayor should request an Ethics advisory committee opinion on influence or perception of influence in performance of official duties before accepting free services intended as public service from city contractors. In event of any future contracts between the City of Tulsa and the contractor, the Mayor should file with the City Clerk a disclosure of the personal interest (attorney-client relationship) with the contractor and not participate in any city business with the contractor.
Finding 3- The City should adopt and document policies and procedures for engagement of outside legal counsel.

Corrective action is PENDING on the following:

Audit – Expenditure Analysis
Finding 2 - Access all spend data sources.
Response – Lack of funding for new technology for expenditure analysis has stalled this effort. In addition, the expenditure analysis function belongs to the Finance department. The IT Department requests that this audit finding be transferred to Finance.
Finding 3 - Adopt a common transaction coding classification method citywide.
Response – Lack of funding for new technology for expenditure analysis has stalled this effort. In addition, the expenditure analysis function belongs to the Finance

department. The IT Department requests that this audit finding be transferred to Finance.

Finding 4 - Establish efficient and repeatable data cleansing (accuracy checking).

Response – Lack of funding for new technology for expenditure analysis has stalled this effort. In addition, the expenditure analysis function belongs to the Finance department. The IT Department requests that this audit finding be transferred to Finance.

Finding 5 - Provide information to empower buyers to become commodity managers.

Response - Lack of funding for new technology for expenditure analysis has stalled this effort. In addition, the expenditure analysis function belongs to the Finance department. The IT Department requests that this audit finding be transferred to Finance.

Finding 6 - Classify spending at a detailed level.

Response – Lack of funding for new technology for expenditure analysis has stalled this effort. In addition, the expenditure analysis function belongs to the Finance department. The IT Department requests that this audit finding be transferred to Finance.

Finding 7 - Enhance core spend data with management information (business intelligence).

Response - Lack of funding for new technology for expenditure analysis has stalled this effort. In addition, the expenditure analysis function belongs to the Finance department. The IT Department requests that this audit finding be transferred to Finance.

COMMUNITY DEVELOPMENT AND EDUCATIONAL INITIATIVES

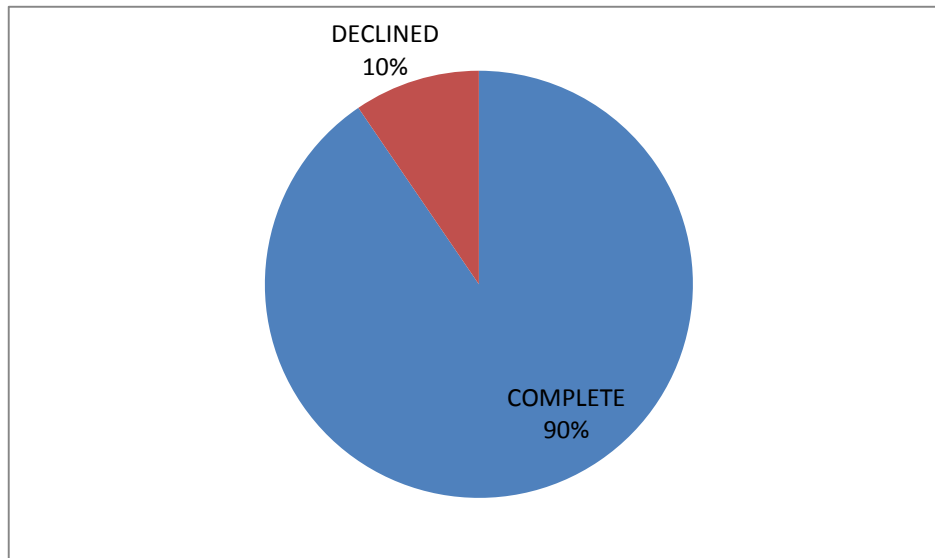## AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Special Project – Animal Welfare Center (CDEI)	1-Aug-09	5	0	5	5	0
Total		5	0	5	5	0

COMPLETE
100%

10
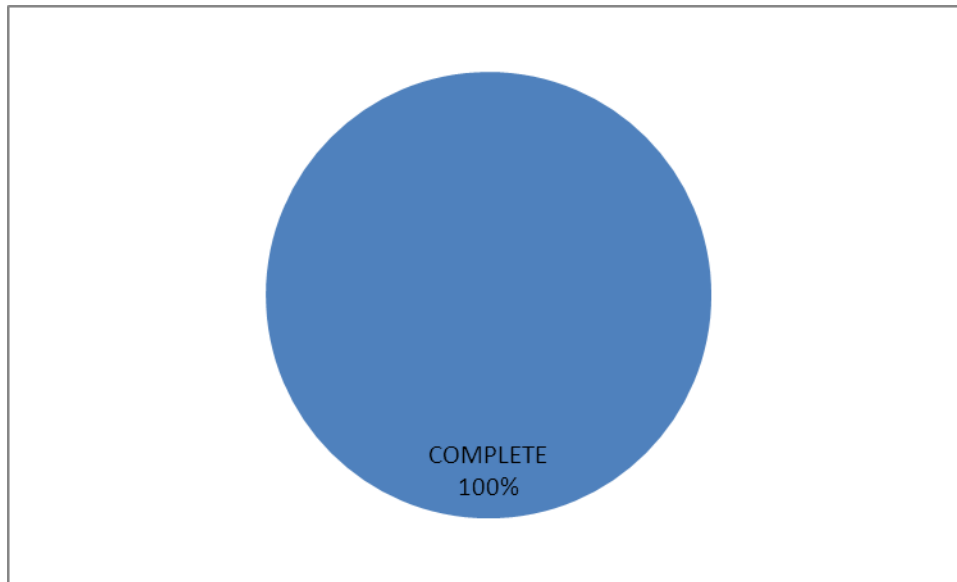
DEVELOPMENT SERVICES

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Permit and License Issuance	15-Nov-88	5	0	5	5	0
Permits & Licenses	13-Feb-01	16	2	14	14	0
Total		21	2	19	19	0

DECLINED
10%

COMPLETE
90%

ECONOMIC AND REAL ESTATE DEVELOPMENT

AUDIT HISTORY AS OF JUNE 30, 2012

| NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Chamber of Commerce Contract Compliance	30-Jun-08	6	1	5	5	0
Total		6	1	5	5	0
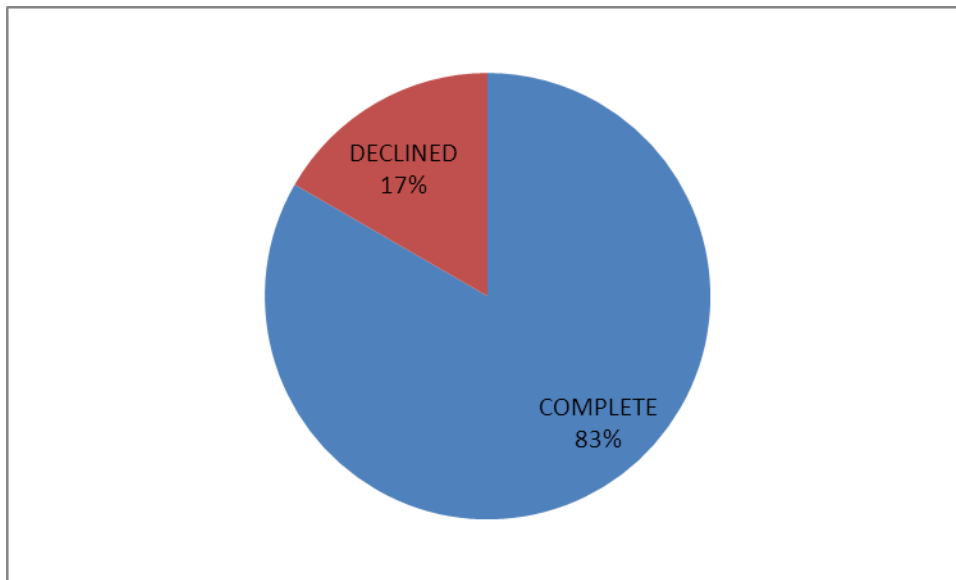
EQUIPMENT MANAGEMENT DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Follow-Up Fuels Inventory Management Practices	20-Apr-89	3	0	3	3	0
Equipment & Vehicle Maintenance	1-Nov-90	11	0	11	11	0
Inventory Management and Control	1-Jan-91	9	1	8	8	0
Imprest & Petty Cash	15-Apr-93	1	0	1	1	0
Follow-up Inventory Management and Control	23-Dec-96	4	0	4	4	0
Equipment Repair-Outside Contractors	3-May-00	3	0	3	3	0
Total		31	1	30	30	0
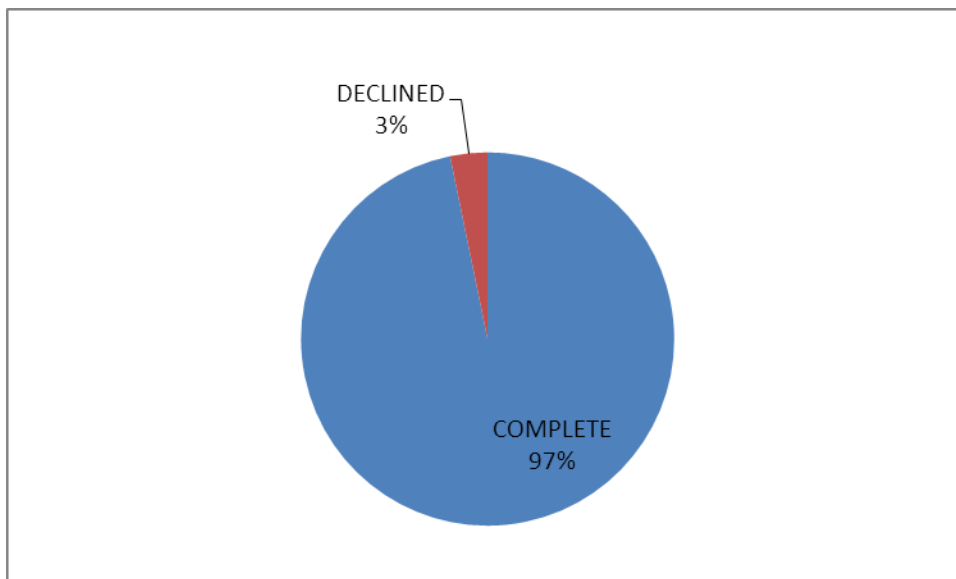
FINANCE DEPARTMENT
AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Investments	28-Feb-89	6	0	6	6	0
Surplus Property	4-Apr-89	16	2	14	14	0
Payroll Cycle	1-Nov-89	6	0	6	6	0
City-County Jail Agreement	1-Apr-90	1	0	1	1	0
Workers' Compensation	1-Jun-91	4	1	3	3	0
Payroll Computer Security	15-Nov-91	5	0	5	5	0
Fixed Assets	1-Jan-92	8	1	7	7	0
Application Review/Program Budgeting System	15-Jul-92	2	0	2	2	0
Budget Process	15-Jul-92	3	0	3	3	0
Capital Projects/Construction Contract Adm	3-Dec-92	5	1	4	4	0
Application Review-Payroll	22-Feb-93	5	1	4	4	0
Imprest & Petty Cash	15-Apr-93	2	0	2	2	0
Revenue/Accounts Receivable	29-Jul-93	9	3	6	6	0
Citation Control/Fine Collection	26-Jun-95	3	1	2	2	0
Code Enforcement	15-Jul-95	4	1	3	3	0
License and Permit Center Audit	8-Aug-96	9	1	8	8	0
Police Grants Administration	22-Aug-97	18	2	16	16	0
Long Term Debt	15-Mar-98	3	0	3	3	0
Grants Accounting	18-Mar-99	1	0	1	1	0
Cash Flow Position/Forecasting	24-Jun-99	5	2	3	3	0
Personnel/Payroll Accounting Systems	31-Jan-00	11	2	9	9	0
Revenue/Cash Control	30-Jun-00	3	2	1	1	0
Purchase Cards	1-Jun-01	10	1	9	9	0
Purchasing/Accounts Payable	1-Jun-01	18	5	13	13	0
Construction Contracts Changes	11-Sep-01	1	0	1	1	0
Contract Database	30-Sep-01	8	1	7	7	0
Municipal Budget Act Compliance	18-Mar-02	1	0	1	1	0
General Ledger	10-Apr-02	1	0	1	1	0
Municipal Budget Act - Airport	19-Jun-03	4	1	3	3	0
Wire Transfers	22-Aug-03	12	0	12	12	0
Point of Sale	14-May-04	1	0	1	1	0
Fixed Asset / PC Equipment	15-Aug-04	6	0	6	6	0
Cost Allocation	15-Apr-05	7	0	7	7	0
Revenue Analysis - Sales Tax	7-Jun-05	6	0	6	6	0
Grants-Workforce Dev	13-Nov-06	9	0	9	9	0
Purchase Card Review	29-Feb-08	6	0	6	6	0
Special Project - Animal Welfare Center (CDEI)	1-Aug-09	5	0	5	5	0
Total		224	28	196	196	0
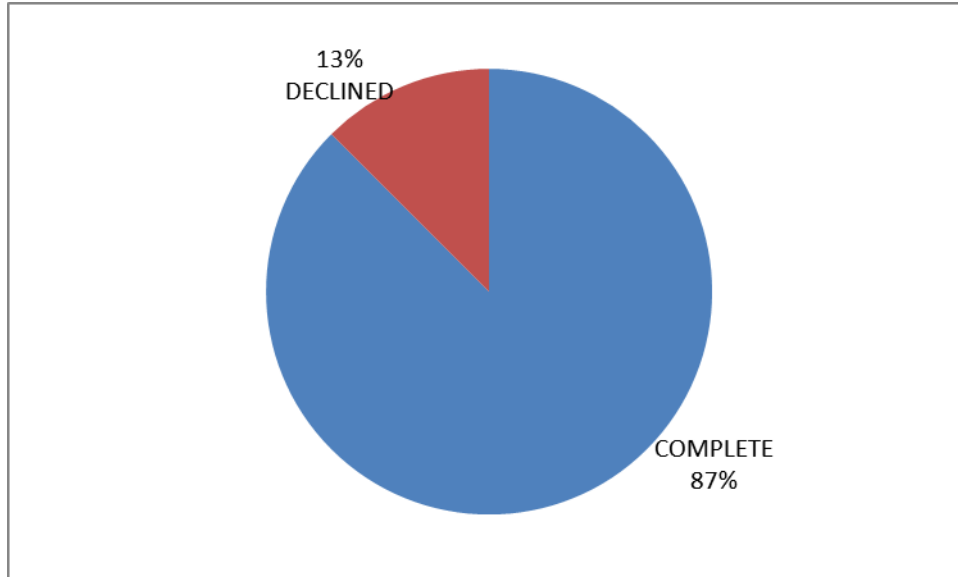
FINANCE DEPARTMENT

The Finance Department COMPLETED the following:

AUDIT – Fixed Asset / PC Equipment
FINDING 1.1 – Executive order 03-06 outlines a cohesive process for maintaining control of fixed assets. Noncompliance with any of the requirements will affect the success of properly recording, tracking, and safeguarding fixed assets.
**RESPONSE** –Comprehensive update of capital assets procedures has been completed.

AUDIT – Fixed Asset / PC Equipment
FINDING 5 – The source used for determining asset lives is not authorized.
RESPONSE – We have a master list which includes use of the equipment study, information provided by operating departments and actual experience.

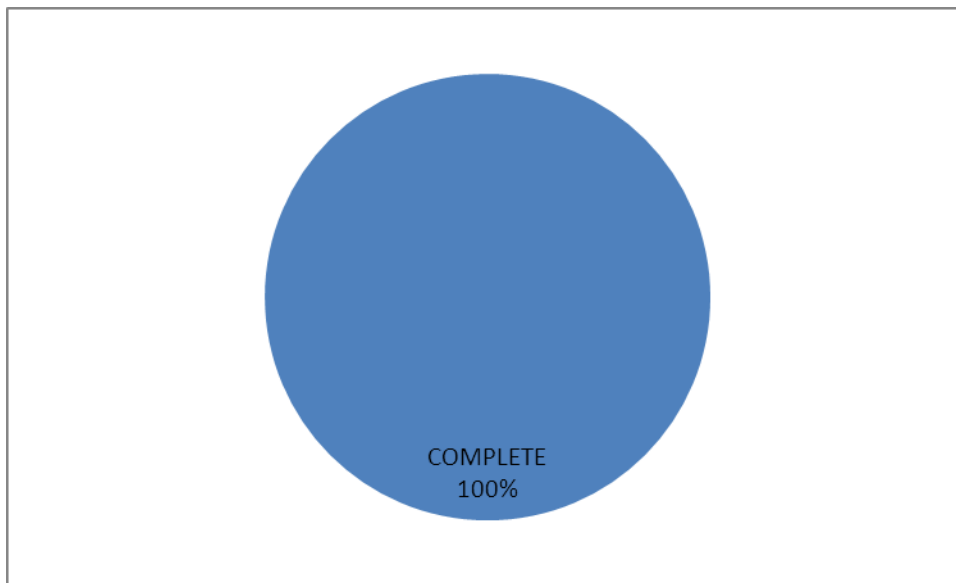# FIRE DEPARTMENT
AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Inventory Management & Control	11-Apr-94	24	0	24	24	0
Employee Leave Systems	19-Feb-99	4	0	4	4	0
Safety Procedures	26-May-04	7	0	7	7	0
Special Project - Fire Department CEU	1-Apr-10	5	0	5	5	0
Total		40	0	40	40	0
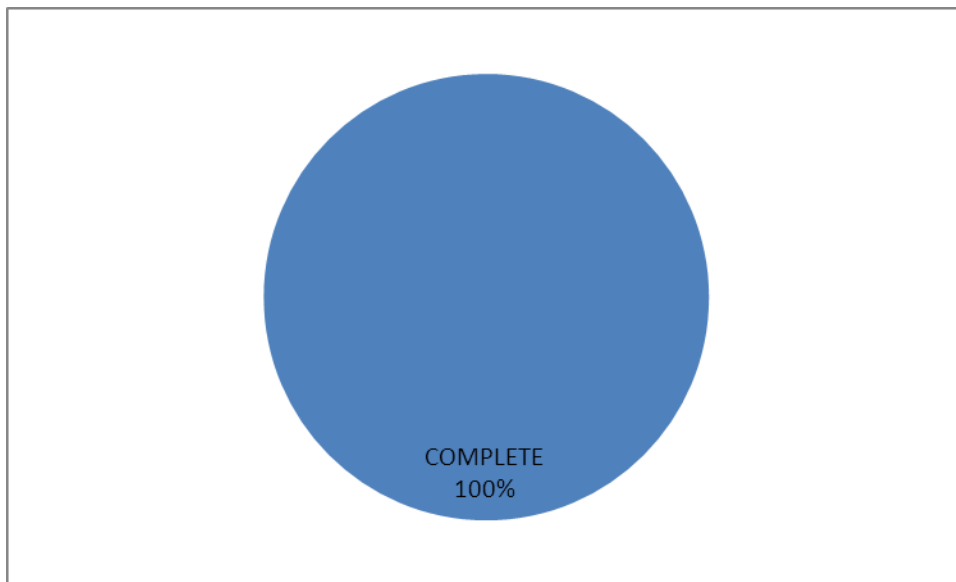
COMPLETE
100%

GILCREASE MUSEUM

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Gilcrease Museum Revenue Controls	Oct 31, 1988	20	0	20	20	0
Imprest & Petty Cash	Apr 15, 1993	2	0	2	2	0
Public Facilities Security	Jul 30, 2003	1	0	1	1	0
Total		23	0	23	23	0

COMPLETE
100%

GRANTS ADMINISTRATION

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Grants Administration	30-Jan-08	8	0	8	8	0
Total		8	0	8	8	0
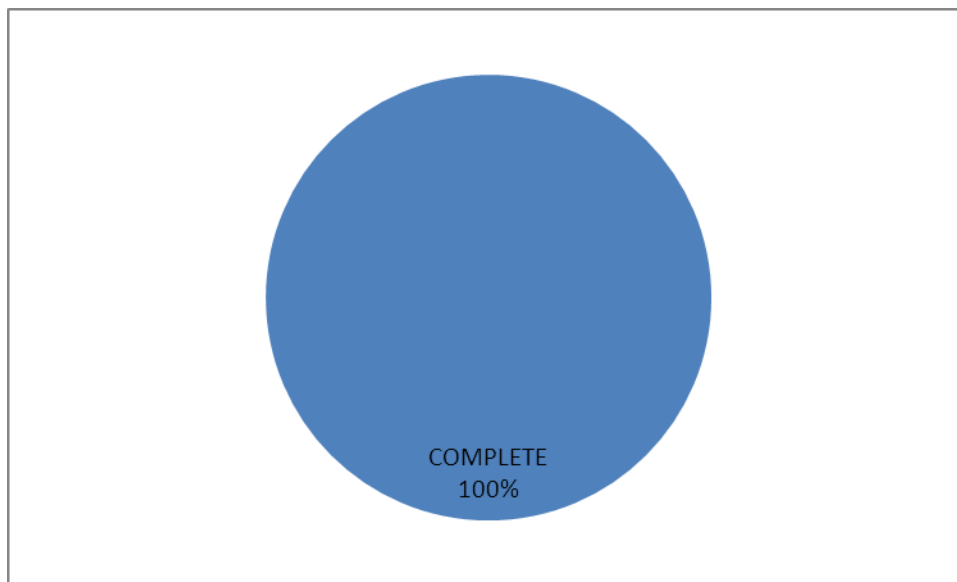
COMPLETE
100%

HUMAN RESOURCES DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Municipal Employees' Retirement Plan	31-Aug-89	13	2	11	11	0
Temporary Personnel	15-Apr-91	9	1	8	8	0
Workers' Compensation	1-Jun-91	20	0	20	20	0
Payroll Computer Password & Security Controls	15-Nov-91	5	0	5	5	0
Loss Control Administration	15-Dec-94	14	1	13	13	0
Employee Leave Systems	19-Feb-99	3	0	3	3	0
Personnel/Payroll Accounting Systems	31-Jan-00	2	0	2	2	0
Revenue/Cash Control	30-Jun-00	1	0	1	1	0
Deferred Compensation	1-Feb-01	1	0	1	1	0
Education & Tuition Benefits Program	16-Oct-02	4	0	4	4	0
Financial Systems Security	21-Oct-02	1	0	1	1	0
Municipal Employees Retirement Plan	26-Jun-03	11	2	9	9	0
Accounts Receivable Controls Revw	2-Dec-04	2	1	1	1	0
Hiring and Promotion	19-Sep-06	6	0	6	5	1
Safety Training	14-Mar-08	7	0	7	7	0
Insurance Administration	30-Jun-09	10	1	9	9	0
Total		109	8	101	100	1
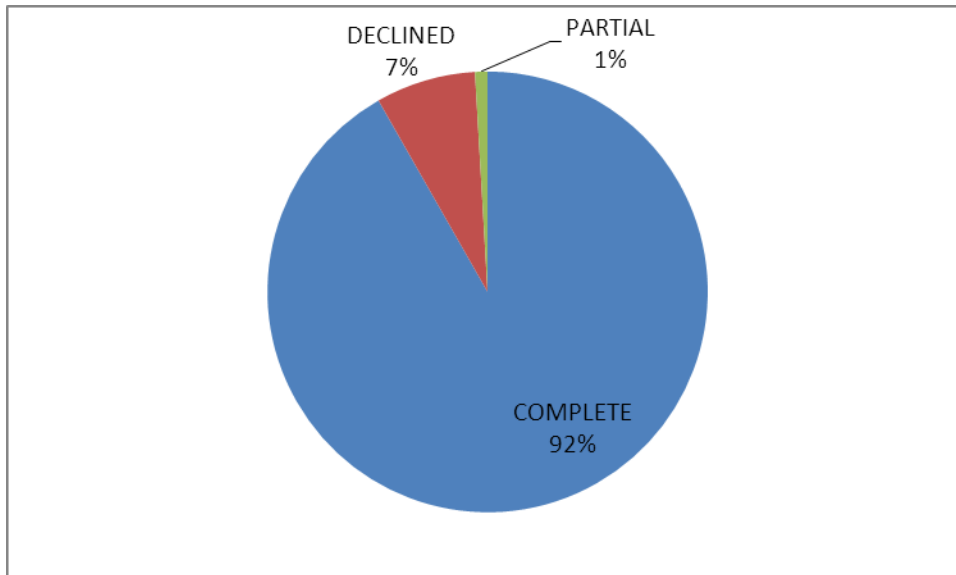
HUMAN RESOURCES DEPARTMENT

The Human Resources Department COMPLETED the following:

AUDIT – Insurance Administration
Finding 8 – Policy and procedure manuals are not adequate for Insurance Retirement Services (IRS) staff.
Response – We have completed a procedure folder that includes procedures for the Insurance and Retirement Section. These procedures will have to updated on an annual basis if contracts to vendors change but the internal procedures that use City of Tulsa software will remain in effect until the software has been updated.

The Human Resources Department PARTIALLY COMPLETED the following:
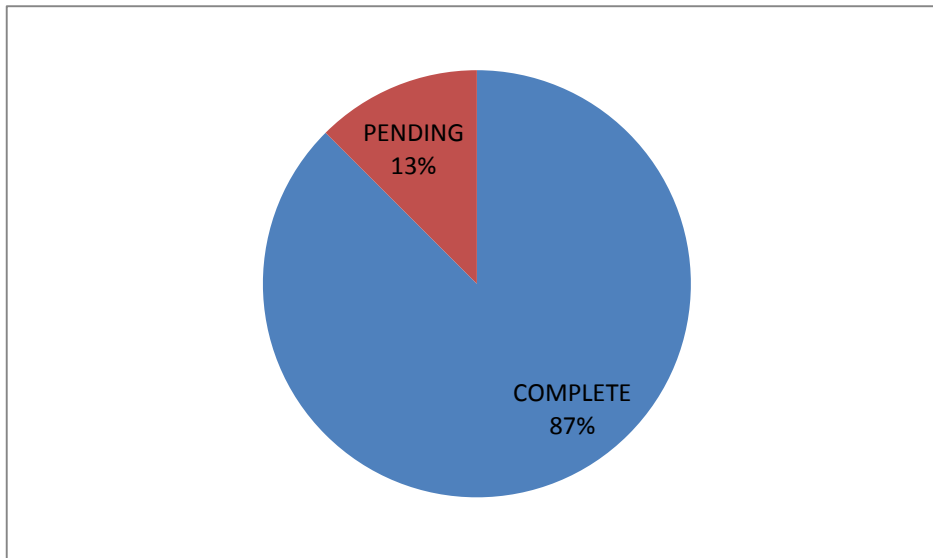
Audit – Hiring and Promotion
Finding 5 – No formal risk assessment process exists.
Response – Due to changes in staffing within Risk Management, there was no follow up possible. I will make contact with the new employee in this position to discuss and make a plan for resolution of this issue.

HUMAN RIGHTS DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Contracts Monitoring	2-Dec-99	1	0	1	1	0
Administration	31-May-12	7	0	7	6	1
Total		8	0	8	7	1

HUMAN RIGHTS DEPARTMENT

The Human Rights Department COMPLETED the following:

AUDIT – Human Rights Administration, Compliance Monitoring, and Investigation
  Finding 1 – Time parameters for completing tasks in the departmental Policies and Procedures Manual do not agree with Title 5 of Tulsa Revised Ordinances.
  Response – Information noting time parameters set in Title 5, Chapter 1, Section 107 are the same as what is in the HRD Policy and Procedures Manual (Master Copy). Letter providing for 14 days is not consistent with Policy. Policy set forth in Title 5 Revised Ordinance is being followed. All letters request a response to be received within 10 days.

  Finding 2 – Compliance investigation case files are not being numbered in accordance with the departmental Policies and Procedures Manual.

Response – Internal Policies and Procedures Manual revised to reflect current practices (as of 8/2011) – "E" for Employment complaints, "H" for Housing complaints and "P" for Public Accommodation. The policy has been revised to reflect a prefix letter of E, H, or P effective 1/2012. The "U" used previously was an Indicator that the case was filed with HRD.

Finding 3 – Compliance investigation case files do not consistently include complete documentation.
Response – Policy has been initiated according to recommendation and checklist.

Finding 5 – Closed Compliance Investigation hard copy case files are not secured under the supervision of a file custodian.
Response – The single file custodian is the Office Assistant III and the case files are located in a secure locked file cabinet located in the locked hard-walled 08-034 office.

Finding 6 – Dates of alleged discrimination offenses are not always provided in discrimination complaints filed with the Human Rights Department.
Response – A date was recorded for when complaint was received. We have added a date to the checklist (See Exhibit A) requesting a specific date of alleged discriminatory act as a result of barrier to access. If the City of Tulsa operated under a strict interpretation of the law and refused to investigate any claim made outside of the 180 days, the issue of noncompliance would not be settled until the next grievance is filed, rendering the nature of compliance with the ADA as reactive in nature instead of proactive—as is the intent of the law. That is, the ADA requires compliance regardless of whether a grievance has been filed. The effect of the 180-day deadline is a foreclosing an aggrieved party's right to file a formal complaint with a federal agency and/or a court of law. It does not prevent corrective action by the City of Tulsa in the event that a complaint is received outside of the 180-day window. The City should take affirmative and proactive steps to mitigate complaints and ensure compliance with the ADA, which is required to be implemented regardless of the presence of a complaint. By being proactive in addressing noncompliance ADA matters outside of the 180-day window demonstrate the City's commitment to compliance with the ADA and prevent the likelihood of the future costly court proceedings.

Finding 7 – The departmental Policies and Procedures Manual does not address Title 5, Chapter 1, Section 111 of the Tulsa Revised Ordinances.
Response – HRD Designated per Executive Order #92-19, additionally, per adopted ADA Study completed June 2011. We are committed to following policies and procedures in alignment with handling investigations of ADA related complaints. We have adopted an internal Appeal policy to address areas not specifically noted in Title 5, Section 111. If either party feels aggrieved by the Human Rights compliance official's determination, that party may, within five (5) days of receipt of such determination, appeal to the Human Rights Commission by filing a notice of appeal in the office of the City Clerk and providing written notice to the other party and to the Human Rights Department compliance official and Mayor. The Human Rights

Commission shall, within ten (10) days of the receipt of the notice of appeal, set the matter for hearing.

Appeal. Within ten (10) days following the Human Rights Commission action, any party adversely affected by the Human Rights Commission action may appeal to the City Council by filing a notice of appeal in the office of the City Clerk and providing notice to the other party and the compliance official. The appeal shall be heard by the City Council at its next available meeting after the filing of the notice of appeal.

Corrective action is PENDING on the following:

AUDIT – Human Rights Administration, Compliance Monitoring, and Investigation
Finding 4 – There are no written policies and procedures that address purging and destroying dated Compliance Investigation case files.
**Response** – We are in compliance with internal COT Policy for purging and destroying aged records (Compliance Investigation case files). In light of criteria above will visit with City Legal and include an internal HRD Policy to fully address concerns noted.
The retention policy of the department is as follows for HUMAN RIGHTS COMPLIANCE AND INVESTIGATIVE RECORDS. Records of formal and informal complaints investigated and rendered by Human Rights staff in accordance with established municipal, state and federal policies to make compliance rulings or determinations regarding a variety of matters not otherwise covered by the retention manual shall be on a Retention Schedule of 5 years + expiration of any applicable appeal + 90 day.

INFORMATION TECHNOLOGY DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
General Controls Review	5-Dec-88	7	0	7	7	0
ICS Bull Mainframe Password/Security	30-Jun-89	8	0	8	8	0
Application Review-Payroll	22-Feb-93	3	0	3	3	0
LAN Security & Planning	28-Nov-95	4	1	3	3	0
Mail Room Procedures & Postage Control	8-Feb-99	9	2	7	7	0
Employee Leave Systems	19-Feb-99	3	0	3	3	0
Emergency Warning System Support	31-Dec-99	1	0	1	1	0
Revenue/Cash Control	30-Jun-00	5	0	5	5	0
Phone System	31-Oct-00	2	1	1	1	0
Phone System Operation & Security	31-Oct-00	1	0	1	1	0
Back-up and Recovery of Data and Program Files	31-Oct-01	2	1	1	1	0
Financial Systems Security	21-Oct-02	17	2	15	15	0
Help Desk/Technical Support	1-Aug-03	6	0	6	6	0
Information Technology Control Environment	18-Aug-05	5	0	5	5	0
Software Licenses	21-Aug-06	5	0	5	4	1
Help Desk Evaluation	10-Apr-07	3	0	3	3	0
Financial Systems Support	30-Nov-08	5	0	5	4	1
Total		86	7	79	77	2
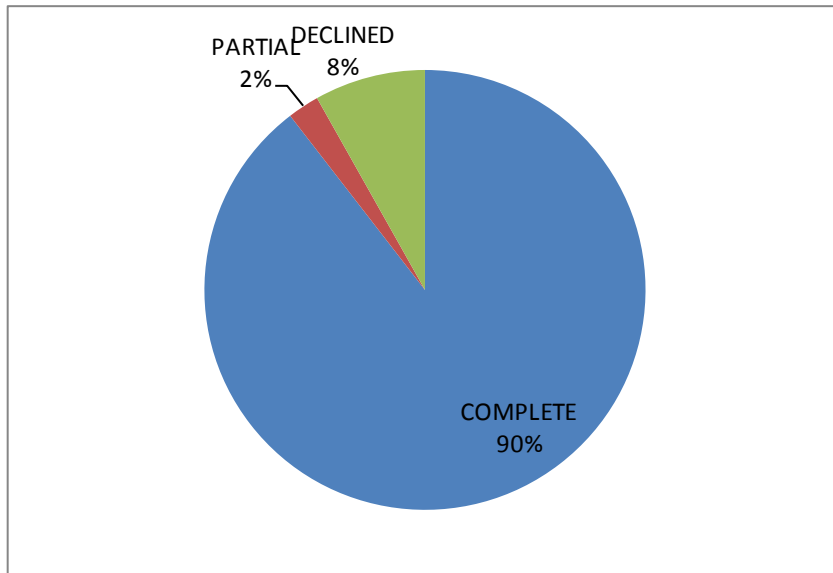
INFORMATION TECHNOLOGY DEPARTMENT

Corrective action is PENDING or IN PROCESS on the following:

Audit – Financial Systems Support

Finding 2 – There is insufficient cross-training within the Financial System technical support group.

Response – There is presently a transition issue in staffing. The IT department is in the process of hiring two new employees that are working for the department on a contract basis. These individuals are building a knowledge base and expanding their experience with the City's financial system as they move into their permanent role on a full time basis. A specific date has not been determined at this time as to when these employees will formally complete their cross-training. If the transition process for these two employees continues to progress smoothly, this objective should be completed within the next year.
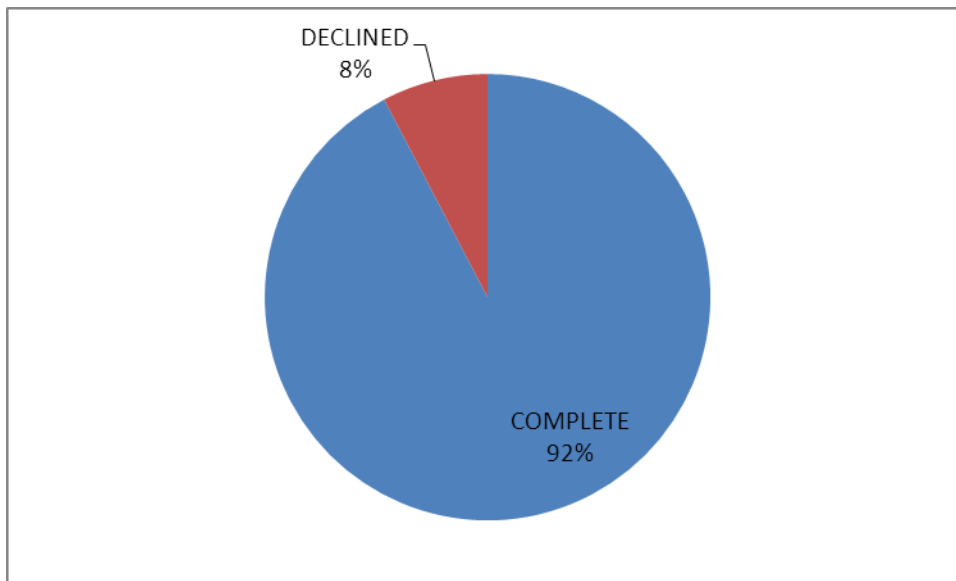
Audit – Software Licenses

Finding 1 – Citywide policy on software usage is incomplete.

Response – IT has submitted this policy for review several times. IT will again submit a draft of the policy document to HR and Legal so that it can ultimately be added to other City-owned policies.

LEGAL DEPARTMENT
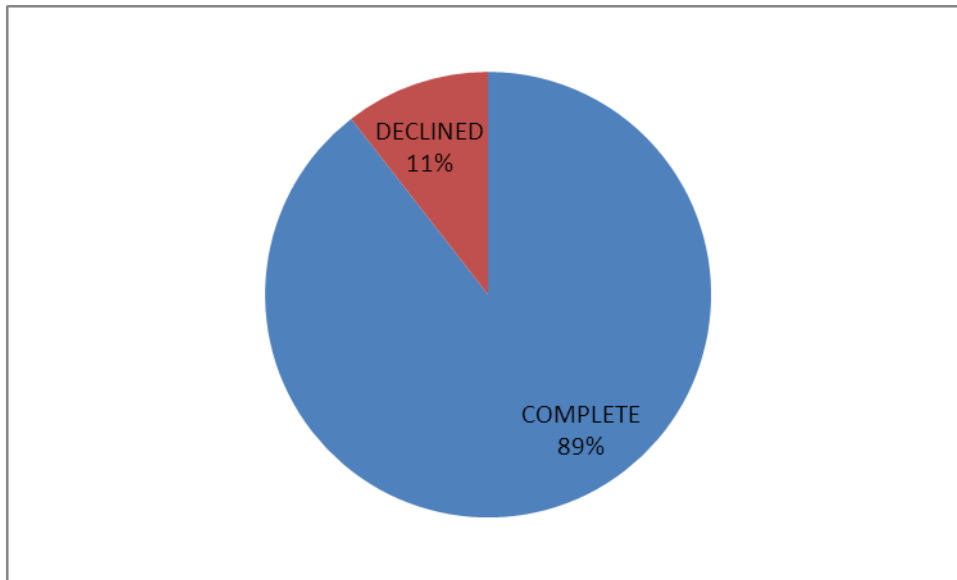
AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Selected Management Practice	1-May-88	5	0	5	5	0
Workers' Compensation	1-Jun-91	4	0	4	4	0
Citation Control/Fine Collection	26-Jun-95	1	0	1	1	0
Contract Database	30-Sep-01	1	0	1	1	0
Cost Allocation	15-Apr-05	2	1	1	1	0
Total		13	1	12	12	0

MUNICIPAL COURT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Follow-Up Cash Management Practices	1-Oct-89	11	0	11	11	0
Citation Control/Fine Collection	26-Jun-95	13	1	12	12	0
Warrants	31-Jan-01	4	1	3	3	0
Booking	31-Aug-02	10	2	8	8	0
Total		38	4	34	34	0

PARK AND RECREATION DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Imprest & Petty Cash	15-Apr-93	4	0	4	4	0
Capital Projects/Construction Contract Adm	30-Jun-93	13	1	12	12	0
Parks Petty Cash	22-Aug-96	2	0	2	2	0
Employee Leave Systems	19-Feb-99	4	0	4	4	0
Revenue/Cash Control	30-Jun-00	13	4	9	9	0
Tulsa Zoo Friends Contract Compliance	1-May-01	5	1	4	4	0
Computer Systems RecWare - Parks	4-Feb-03	4	1	3	3	0
Special Project - Animal Welfare Center (CDEI)	1-Aug-09	1	0	1	1	0
Special Project – Giraffe	5-May-11	1	1	0	0	0
Total		47	8	39	39	0
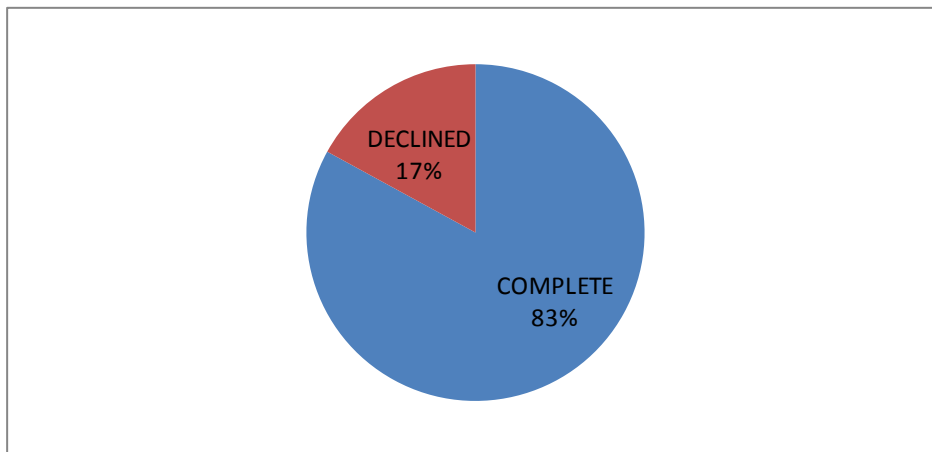
PERFORMING ARTS CENTER

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Follow-Up Ticket Management Practices	21-Oct-88	1	0	1	1	0
Review of Cash Accounts and Contract Compliance	1-Jul-89	5	0	5	5	0
Ticket Management Practices	17-Dec-02	1	0	1	1	0
Total		7	0	7	7	0
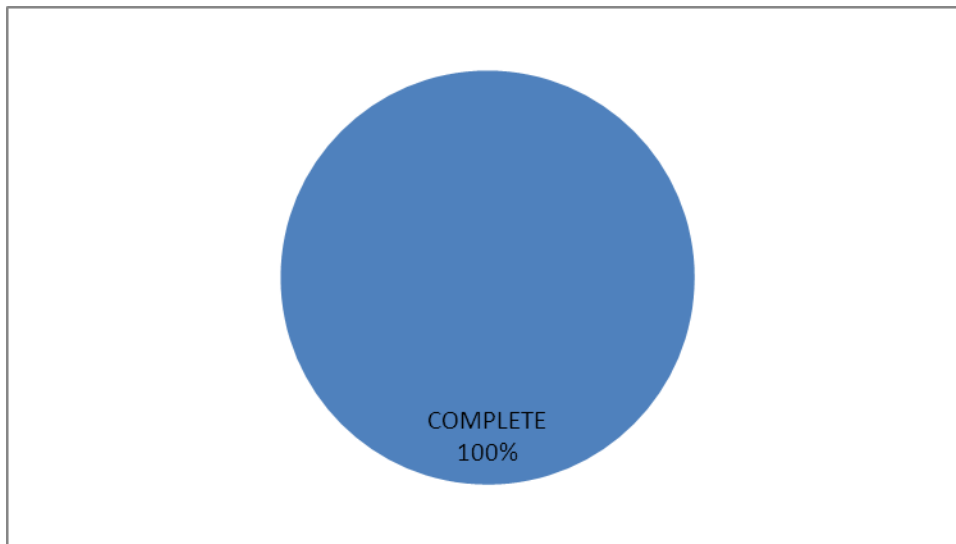
COMPLETE
100%

POLICE DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Special Investigations Div-Imprest Cash	30-Sep-88	2	0	2	2	0
Imprest & Petty Cash	15-Apr-93	5	0	5	5	0
Property Room	4-Sep-94	35	17	18	18	0
Citation Control/Fine Collection	26-Jun-95	3	0	3	3	0
Court Overtime Special Project	31-Jan-97	4	2	2	2	0
Police Grants Administration	22-Aug-97	10	1	9	9	0
Employee Leave Systems	19-Feb-99	6	0	6	6	0
Control of Weapons and Special Equipment	30-Nov-99	7	2	5	5	0
Records Mgmt	30-Nov-04	3	0	3	3	0
Property Room/Accreditation	13-Dec-04	10	0	10	10	0
Special Project TPD T.O.I.C.	4-Oct-07	17	0	17	17	0
Inventory Controls	23-Apr-09	16	0	16	16	0
TPD Payroll Recordkeeping	28-Sep-10	16	2	14	14	0
Total		134	24	110	110	0
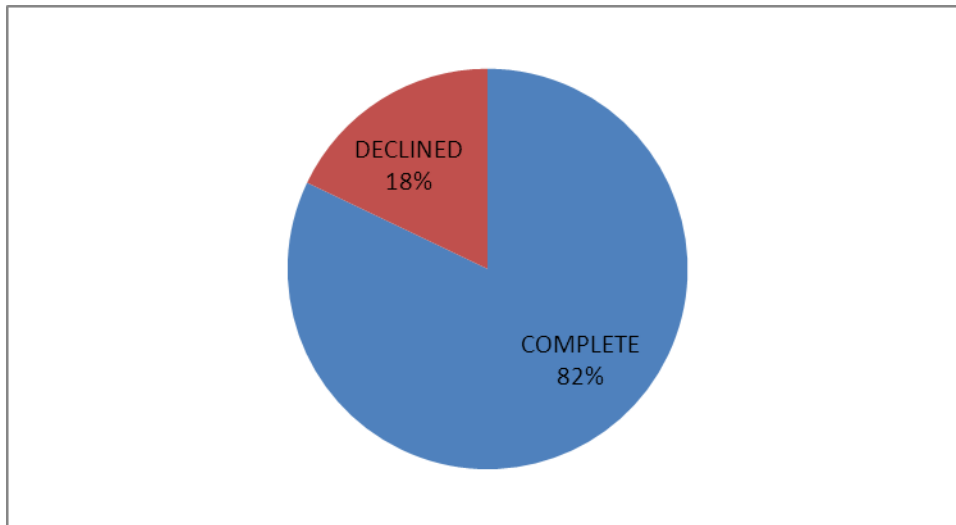
PUBLIC WORKS DEPARTMENT

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Street Lighting Expense	1-Aug-88	4	0	4	4	0
Water & Sewer Data Processing Facilities	5-Jan-89	5	0	5	5	0
Follow-Up of Lease Payment Practices	15-Mar-89	1	0	1	1	0
Right of Way/Land Acquisition	31-Mar-89	5	0	5	5	0
Water & Sewer Password/Security Controls	1-May-90	5	0	5	5	0
Inventory Management and Control	1-Jan-91	5	0	5	5	0
Commercial Refuse Billing Process	17-Aug-92	6	0	6	6	0
Capital Projects/Construction Contract Adm	3-Dec-92	8	2	6	6	0
Residential Refuse Contract Administration	1-Apr-93	5	0	5	5	0
Imprest & Petty Cash	15-Apr-93	1	0	1	1	0
Utility Information System	22-May-96	17	4	13	13	0
Compliance Monitoring - Environmental Operations	31-Oct-97	8	0	8	8	0
Employee Leave Systems	19-Feb-99	5	0	5	5	0
Street Maintenance	9-Aug-99	2	0	2	2	0
Building Mtce	31-May-00	1	0	1	1	0
Changes to Construction Contracts	11-Sep-01	5	1	4	4	0
Public Facilities Security	30-Jul-03	5	1	4	4	0
Meter Shop	15-Apr-04	4	0	4	4	0
Point of Sale	14-May-04	1	0	1	1	0
Cost Allocation	15-Apr-05	8	0	8	8	0
Sewer Cleaning	19-Sep-07	4	1	3	2	1
Total		105	9	96	95	1
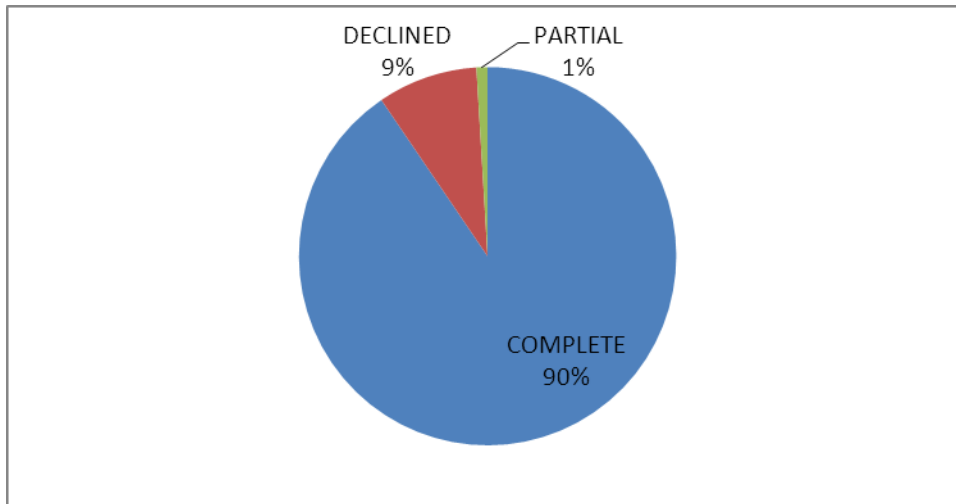
PUBLIC WORKS DEPARTMENT

The Public Works Department COMPLETED the following:

Audit – Cost Allocation
Finding – Criteria for board approval of contracts are not clearly defined.
Response – On February 8, 2012 the Tulsa Metropolitan Utility Authority (TMUA) approved the attached Contracts Review Policy in reference to Audit No. 410, Audit Title - Cost Allocation, report dated April 15, 2005.

The Public Works Department PARTIALLY COMPLETED the following:
Audit – Sewer Cleaning
Finding – Lack of access to reliable information decreases effectiveness of Sewer Cleaning operations.
Response – Budget request for new software has been carried forward to the 2012-2013 budget. The project was put on hold as recommended by the consultant performing a comprehensive assessment of the water and sewer system for Tulsa Metropolitan Utililty authority (TMUA). We will have a consultant guide us through the purchase process of this software system later this fiscal year.

REAL ESTATE MANAGEMENT
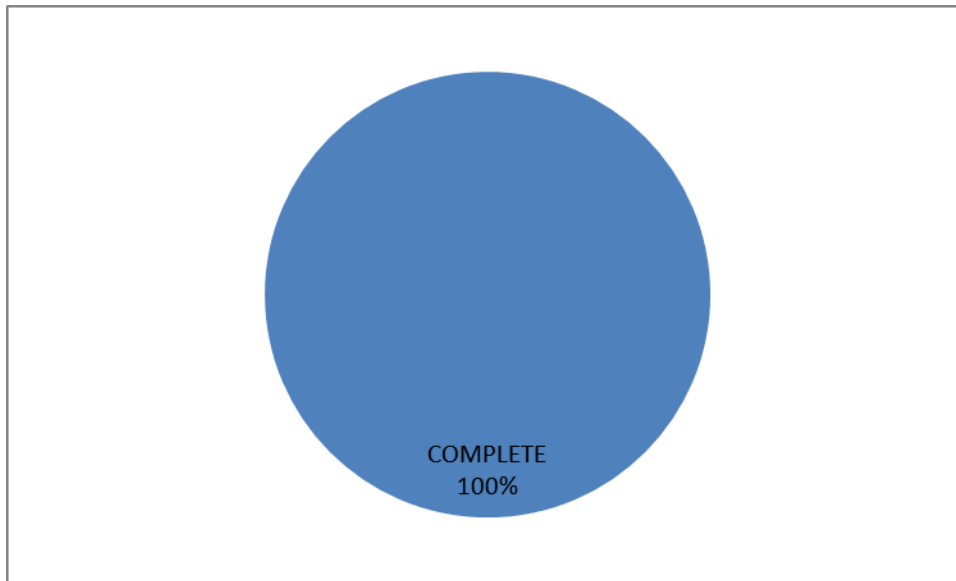
AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Parking Facilities Revenue	Sep 15, 1992	4	0	4	4	0
Real Estate - Asset Management Acquisition & Relocation	Mar 12, 2003	1	0	1	1	0
Total		5	0	5	5	0

COMPPLETE
100%
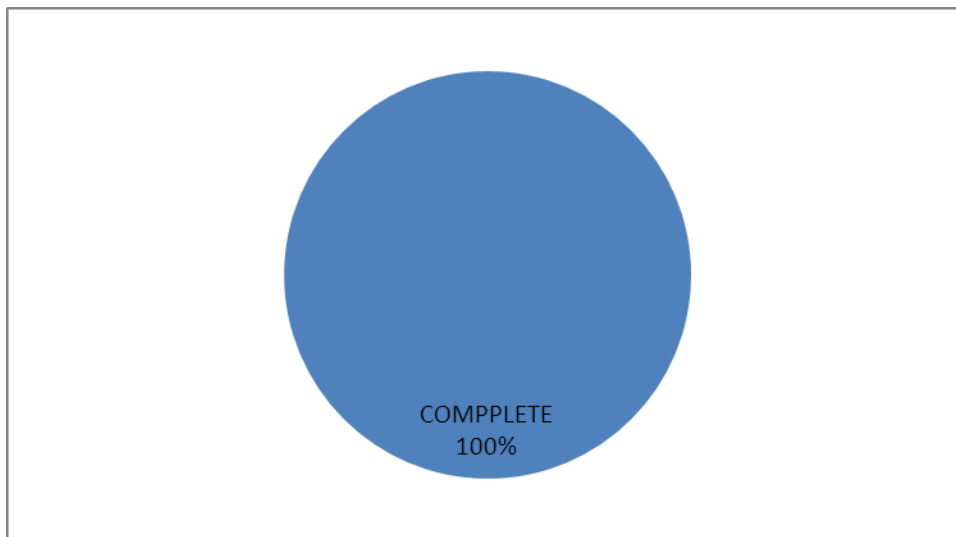
TULSA AREA EMERGENCY MANAGEMENT AGENCY

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Emergency Warning System Support	31-Dec-99	2	0	2	2	0
Total		2	0	2	2	0

COMPLETE
100%

TULSA ZOO

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Tulsa Zoo Friends Contract Compliance	1-May-01	6	1	5	5	0
Total		6	1	5	5	0
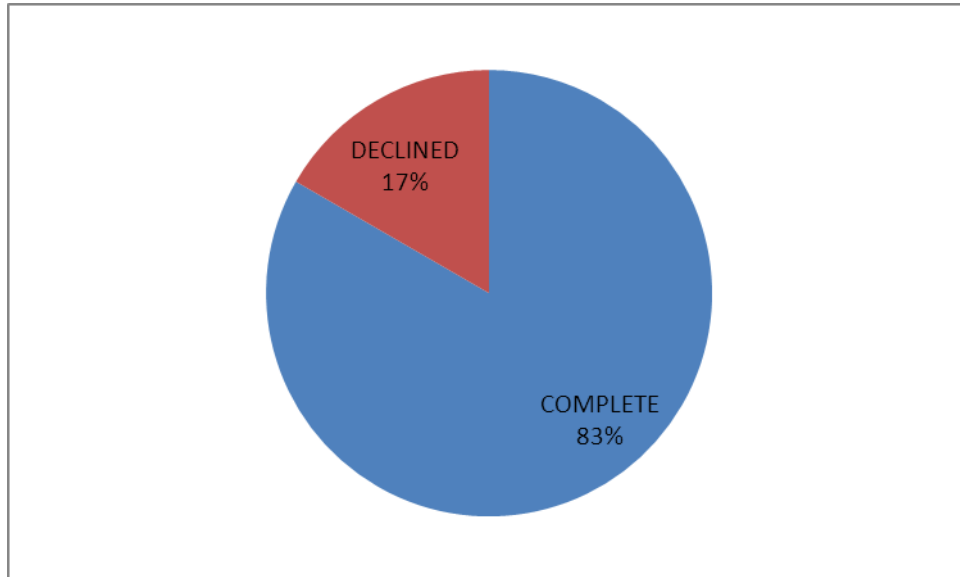
WORKING IN NEIGHBORHOODS

AUDIT HISTORY AS OF JUNE 30, 2012

NAME OF AUDIT	AUDIT COMPLETION DATE	NUMBER OF FINDINGS	NUMBER DECLINED	NUMBER ACCEPTED	NUMBER COMPLETED	NUMBER OPEN
Citation Control/Fine Collection	26-Jun-95	1	0	1	1	0
Code Enforcement	15-Jul-95	1	0	1	1	0
Grants Monitoring-Urban Development	15-Nov-98	5	1	4	4	0
Special Project - Animal Welfare Center (CDEI)	1-Aug-09	2	0	2	2	0
Total		9	1	8	8	0
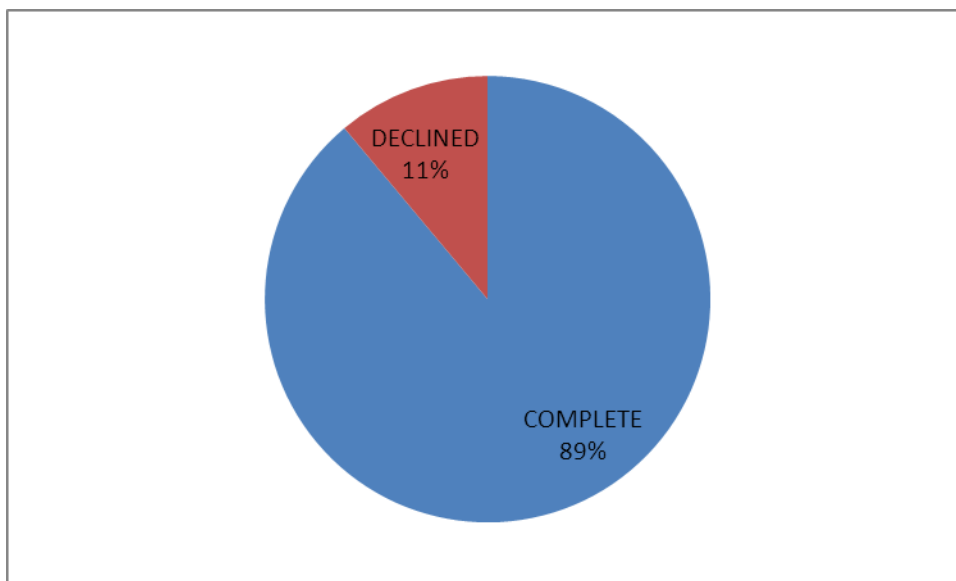
DISTRIBUTION LIST

Mayor
Councilor, District 1
Councilor, District 2
Councilor, District 3
Councilor, District 4
Councilor, District 5
Councilor, District 6
Councilor, District 7
Councilor, District 8
Councilor, District 9
City Auditor
Mayor's Chief of Staff
City Manager
MRO Director
Council Administrator
Council Secretary
Finance Director
Sr. Admin. Services Officer
External Auditor
Mayor's Audit Committee
Internal Auditing Staff