

# Office of the Internal Auditor

# AUDIT REPORT

August 2022

ELT Metrics



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## Executive Summary

### Background

The Executive Leadership Team (ELT) Report provides Citizens Executive Leadership with historical and current operational metrics that span the organization to assist them with monitoring progress and making sound business decisions. This report began with basic key operational metrics in 2007 and expanded in 2008 when the Board of Governors requested a more inclusive, high-level, operational metrics report. In 2010, a dedicated team was established to further develop these and other metrics within the organization and is currently known as Enterprise Performance Metrics (EPM).

EPM is a functional team within the Enterprise Services Department that provides data analytics, reports, dashboards, metrics, and visualizations to help Citizens meet its reporting needs. The EPM processes are combined with lean-agile practices, standards, and principles, allowing them to quickly satisfy reporting needs, whether frequented weekly, monthly, quarterly, annually, or on an ad-hoc/on-demand basis.

The ELT Report includes data extracted by EPM substituted by data extracted from 26 reports produced monthly by the business units. The EPM team is made up of nine employees comprised of data analysts, data systems analysts, and business intelligence analysts.

### Objectives and Scope

With this audit, we evaluated the effectiveness and adequacy of processes and controls related to the ELT metrics including:

- Business unit report metrics data source, data quality, quality assurance process and procedures, and accuracy
- Quality assurance review of the information received from the business units
- Periodic report analysis and refresh
- Access to source documents and security of the reports

### Results

Internal Audit performed testing procedures of principal data which indicated that there are effective business processes and controls in place to ensure adequate management, accuracy, and quality of the ELT Metrics report. In addition, the following favorable practices are in place:

- A reasonable quality test is performed to ensure data quality, accuracy, and content for each incoming report received from the business unit(s)
- Timely technical support to the Executive Leadership Team when there are requests to add or update new critical data and other information as emerging issues and strategic trends are identified
- User access to shared folders is protected for critical data reports
- No errors or omissions were noted in the data sources or data quality that could compromise the results presented in the ELT Report



## Executive Summary

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During the audit, we noted one minor observation which has been discussed with management for remediation.

We would like to thank management and staff for their cooperation and professional courtesy throughout the course of this audit.



## Distribution

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Addressee(s) Jonathan Owen, Director-Strategy & Planning  
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### **Business Leaders:**

Barry Gilway, President/CEO/Executive Director  
Kelly Booten, Chief Operation Officer  
Stephen Guth, VP-Enterprise Services

### **Audit Committee:**

JoAnne Leznoff, Citizens Audit Committee Chair  
Carlos Beruff, Citizens Audit Committee Member and Chairman of the Board  
Scott Thomas, Citizens Audit Committee Member

### **Following Audit Committee Distribution:**

The Honorable Ron DeSantis, Governor  
The Honorable Jimmy Patronis, Chief Financial Officer  
The Honorable Ashley Moody, Attorney General  
The Honorable Nikki Fried, Commissioner of Agriculture  
The Honorable Wilton Simpson, President of the Senate  
The Honorable Chris Sprowls, Speaker of the House of Representatives

The External Auditor

*Completed by Kay Weldon, Internal Audit Manager  
Under the Direction of Joe Martins*