



# Office of the Internal Auditor Dashboard August 31, 2016

## Audit Plan Update

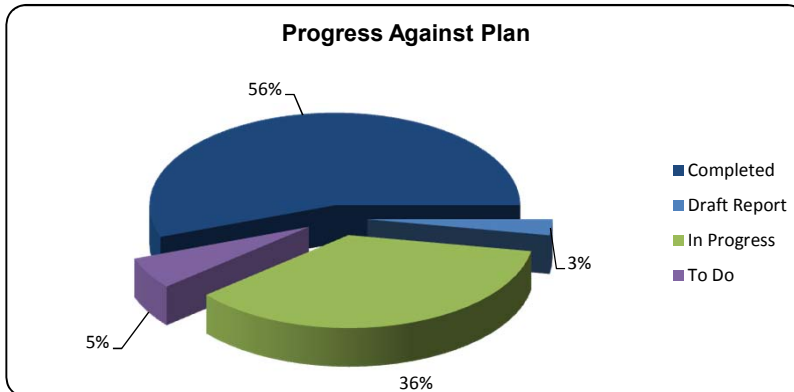
Type	Original Budget Hours	Adjusted Budgeted Hours	Percentage of Total Budgeted Hours	Actual YTD	Percentage of Total Actual Hours
Direct Audit Activity	8,280	8,280	49%	6,008	56%
Forensic Audit Activity	800	800	5%	1	0%
Investigations	250	250	1%	0	0%
CICF	1,750	1,750	10%	848	8%
Continuous Auditing	900	900	5%	230	2%
Professional Development**	800	800	5%	568	5%
General Administration*	4,000	4,000	24%	3,063	29%
<b>TOTAL</b>	<b>16,780</b>	<b>16,780</b>	<b>100%</b>	<b>10,716</b>	<b>100%</b>

2016 Audit Plan	
2015 Carry Over	4
Planned	39
Audits & MAS (Unplanned)	2
Advisory (Unplanned)	0
Investigations (Unplanned)	0
Assignments (Completed)	20
Draft Issued	1
In Progress	13
Deferred/Canceled /Combined	10
Total Remaining	2

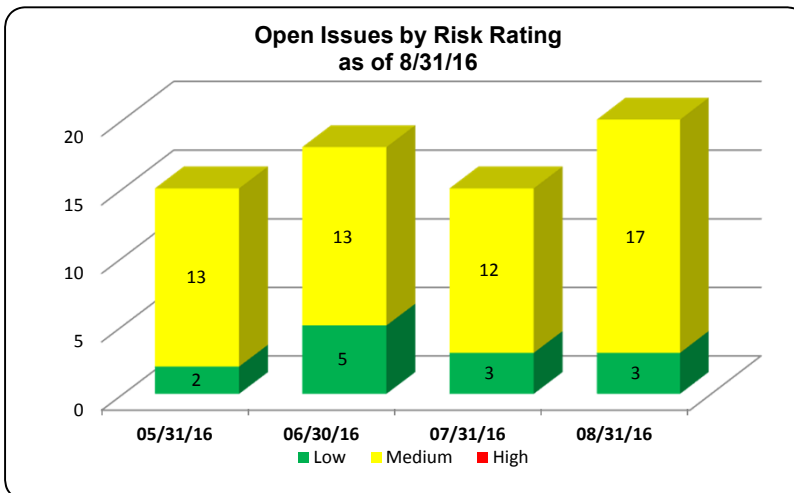
\* Does not include holidays, vacation and sick time.

\*\* Professional Development includes 80 hours of core training for the Auditors on an annual basis.

\*\*\* Based on Institute of the Internal Auditors recommended productivity ratios (average of government sector and all other sectors)



Open Items	
Open	18
Closed	6
New	8
Total Remaining	20
Year Reported	
2014	3
2015	5
2016	12
TOTAL	20
<b>Past Due Items</b>	<b>5</b>



The Open Items Management Corporate Policy & Procedure addresses the process administered by OIA for follow-up, escalation, and resolution of audit observations & recommendations.

The process has been established to ensure that management action plans have been effectively implemented or that management has accepted the risk of not taking action on audit results. This process was established in accordance with the International Standards for the Professional Practice of Internal Auditing Standards 2500.

Office of the Internal Auditor Status Plan as of August 31, 2016				
Cycle/Type	Sub-process/Audit Title	Status	Report Rating	Key Comments
<b>2016 Planned Audits</b>				
Underwriting/FIN/OPS/Audit	SDLC Compliance	Complete Q1	Needs Improvement	Carry Over into 2016
Accounting/FIN/OPS/Audit	Treasury	Complete Q1	Satisfactory	Carry Over into 2016
ITGCC/ Technology/Audit	Underwriting/CAS Vendor Management (MacNeill & Norvite)	Complete Q1	Satisfactory	Carry Over into 2016
Claims/FIN/OPS/Audit	Sinkhole Managed Repair Program	Complete Q2	Needs Improvement	Carry Over into 2017
Claims/FIN/OPS/Audit	Claims Resolution Process	Complete Q2	Needs Minor Improvement	
ITGCC/ Technology/Audit	Cloud Program: Software as a Service (SaaS) Implementations	Complete Q2	Needs Minor Improvement	
Enterprise/FIN/OPS/Audit	Business Continuity Plan	Complete Q3	Needs Improvement	
Claims/FIN/OPS/Audit	Claims Vendor Assignments	Complete Q3	Satisfactory	
Underwriting/FIN/OPS/Audit	Commercial Co-Insurance	Complete Q3	Satisfactory	
Enterprise/FIN/OPS/Audit	Commissions	Complete Q3	Needs Minor Improvement	
Enterprise/Compliance/Audit	Compliance Governance	Complete Q3	Needs Improvement	
ITGCC/ Technology/Audit	Network Architecture and Design	Complete Q3	Needs Improvement	
Claims/FIN/OPS/Audit	Vendor Management (Independent Adjustors)	In Process		Draft Report being prepared
ITGCC/ Fin/Ops/Audit	Change Management	In Process		Fieldwork in progress
ITGCC/ Technology/Audit	Citizens Insurance Suite Access	In Process		Fieldwork in progress
Accounting/FIN/OPS/Audit	Administrative & Executive Expenses	In Process		Audit planning in progress
Underwriting/FIN/OPS/Audit	Legislative & Federal Change Compliance	In Process		Audit planning in progress
ITGCC/ Technology/Audit	Reinsurance	In Process		Audit planning in progress
ITGCC/ Technology/Audit	Third Party Access	In Process		Audit planning in progress
Enterprise/Compliance/Audit	Underwriting Quality Assurance (QA)	In Process		Audit planning in progress
<b>2016 Planned Advisories</b>				
Accounting/FIN/OPS/Advisory	Benefit Plan Reconciliation	Complete Q2	Advisory	
Underwriting/FIN/OPS/Advisory	Budget Process	Complete Q2	Advisory	
ITGCC/ Technology/Advisory	Check Processing Media Process	Complete Q2	Advisory	
Enterprise/FIN/OPS/Advisory	ERP Project Monitoring	Complete Q2	Progress Report	Provided a project status update.
HR/FIN/OPS/Advisory	Payroll	Complete Q2	Advisory	
HR/FIN/OPS/Advisory	Retirement Benefits	Complete Q2	Advisory	
HR/FIN/OPS/Advisory	Underwriting	Complete Q2	Advisory	
Claims/FIN/OPS/Advisory	Claims QA	Complete Q3	Advisory	
Enterprise/FIN/OPS/Advisory	ERP Project Monitoring	Ongoing		With this consulting engagement, we will work with management to support effective governance controls throughout the solicitation, vendor selection, and pre-implementation processes and providing key consulting guidance when necessary.
ITGCC/ Technology/Advisory	Building Consolidation Monitoring	Ongoing		We will observe the execution of the project and provide consultative and advisory services to the project management team where necessary.
Claims/FIN/OPS/Advisory	Citizens Insurance Suite Monitoring	Ongoing		The objective of this consulting engagement is to confer with management on new system releases, system access, and sun setting of legacy systems and process updates and changes.
Enterprise/FIN/OPS/Advisory	Disaster Recovery & Security Privacy Monitoring	Ongoing		2015 projects continues into 2016
Enterprise/FIN/OPS/Advisory	Dynamic Forecasting (advisory)	In Progress		Our objective is to provide an independent third party view into developing the forecasting and assurance needs of the organization.
Enterprise/Compliance/Advisory	IT Governance (advisory)	In Process		With this engagement we will assess current IT governance processes against industry accepted guidance and practice.
Commercial Underwriting/FIN/OPS/Advisory	Book of Business Updates (advisory)	Planned		With this engagement, we will focus on working with management on streamlining the approach for cleaning up commercial policy information.
ITGCC/ Technology/Advisory	Password Manager (advisory)	Planned		Provide consultation to Management with regard to implementation of updated Password Manager Software.
<b>Audits/MAS/Consulting added to 2016 Audit Plan</b>				
ITGCC/ Technology/Consulting	Check Processing Media Process			OIA provided consulting related to the computer media process and device security based upon management request.
Underwriting/FIN/OPS/Audit	Commercial Co-Insurance			Audit was added to 2016 plan as increase risk was noted through ongoing risk assessment process.
<b>Audits/MAS Deferred/Canceled/ Combined during 2016</b>				
Enterprise/FIN/OPS/Audit	Procurement			Realigning resources to provide additional coverage of ERP implementation. The Procurement audit is deferred to Q1 2017.
Enterprise/Compliance/Audit	Privacy Audit			Delayed start due to audit resource availability. The Privacy audit deferred to Q1 2017.
Claims/FIN/OPS/Audit	Legal Billing and Litigation Vendor Management			The Legal Billing and Litigation Vendor Management audit deferred to Q1 2017.
Enterprise/Forensic/Audit	Cash Transfers			Audit was canceled due to resource changes.
Enterprise/Compliance/Audit	Fair Labor Standards Act			The risk was determined to be low and this audit will be canceled and removed from the schedule.
ITGCC/ Technology/Consulting	Incident Response Plan			The risk was determined to be low based upon work performed by management so the consulting was cancelled.
ITGCC/ Technology/Consulting	Enterprise Architecture			Projects associated with Enterprise Architecture no longer require OIA consulting.
Enterprise/Forensic/Audit	Cost Center Spend			Combined with Executive Expenses
Underwriting/FIN/OPS/Audit	Personal Underwriting			Personal Underwriting was replaced by the Commercial Co-Insurance audit as it was deemed to have higher risk. In addition, good audit related coverage of underwriting would be provided through the Expedited Underwriting Advisory and the Underwriting Quality Assurance (QA) audit during 2016.
ITGCC/ Technology/Audit	Data Center Operations/Contract			The risk was determined to be low based upon ICF work completed and this audit will be canceled and removed from the schedule.
<b>Other Activities</b>				
OIA Development	Update OIA Charter	Complete		Review Completed Q1 2016
OIA Development	Update Audit Committee Charter	Complete		Review Completed Q1 2016
OIA Development	Update OIA Procedures Manual	Complete		Update Completed Q4 2015
Administrative	General Administration, risk assessments, preparing presentations, providing updates to the BOG and Audit Committee.	Ongoing		