



Calgary

City Auditor's Office

**3rd Quarter 2018 Report
July 1, 2018 – September 30, 2018**

October 24, 2018

**Katharine Palmer
City Auditor**

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Status Update

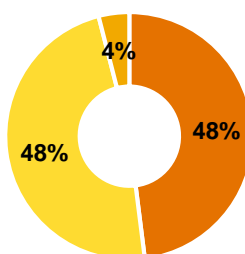
Key Performance Indicators				
Measure Area	Performance Indicator	Target	Q2 2018	Q3 2018
Efficiency	On Track to Annual Plan	Q2-56% Q3-80%	49%	73%
Effectiveness	Implementation of Audit Rec.	65%	26%	40%
Quality	Client Satisfaction	75%	94%	99%
Staff	Training Plan Achieved	90%	100%	100%

Budget				
	2018 Annual Budget	Q3 Cumulative Budget	Actual to Date	Variance
Salary	2,619	1,957	1,797	160
Contracts	96	66	66	0
Training	65	49	38	11
Other	134	104	88	16
Total	2,914	2,176	1,989	*187

*Variance due to staff vacancy in Q1, and timing of contract costs.

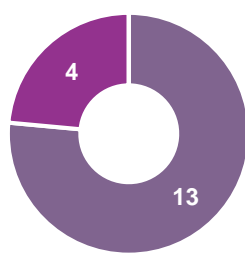
Whistle-blower Program Activity

New Reports (Q3 – 2018)
25



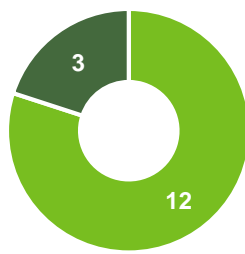
- 48% Employee
- 48% Non-employee
- 4% Undetermined

In-Progress Investigations (Q3 – 2018)
17



- 13 City Auditor's Office
- 4 Triage Partners (HR/Corporate Security)
- 0 Management

Closed Investigations (Q3 – 2018)
9

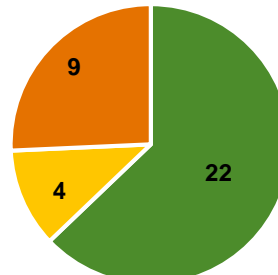


- 12 Substantiated
- 3 Unsubstantiated

*Corrective Actions/Recommendations are published at www.calgary.ca/whistle

Recommendation Follow-up

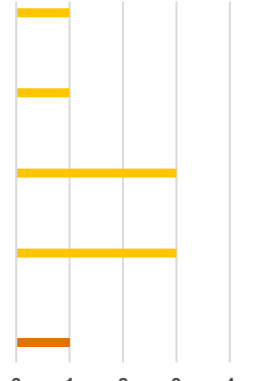
Results of 35 Recommendations Due in Q3 (Q2 - 19)



- 63% Implemented (Q2 - 26%)
- 11% Closed - Alternative Mitigation (Q2 - 0%)
- 26% Required Additional Time (Q2 - 74%)

Outstanding Recommendations # of Revised Date Requests

- AC2017-0590 Law & Legislative Services
- AC2017-0251 Utilities & Environmental Protection
- AC2018-0035 Chief Financial Officer's
- AC2018-0088 Chief Financial Officer's
- AC2016-0747 Chief Financial Officer's



- 1st revised date
- 2nd revised date
- 3rd revised date

2017/2018 Annual Audit Plan – Status as at September 30, 2018

2017/18 Annual Audit Plan				
#	Title	Description	Report Target	Status
Risk Assessed Priority: 2017¹				
1	Green Line LRT (Engagement)	An operational audit on the effective utilization of citizen engagement to support the objectives of the capital project.	Q1	Complete Reported January
2	Corporate Credit Card (Data Analytics)	A compliance audit utilizing data analytics to assess the effectiveness of related Corporate Credit Card compliance and fraud prevention controls.	Q1	Complete Reported January
3	New Central Library Project	An operational audit on the readiness of Calgary Public Library and The City of Calgary to assume hand-off from the Calgary Municipal Land Corporation of the New Calgary Central Library.	Q1	Complete Reported February
4	Treasury Management	An operational audit of treasury (cash flow) management.	Q2	Complete Reported April
5	Cyber Security Incident Response	An IT audit assessing the effectiveness of response processes established to support and protect critical data from cyber-attacks.	Q2	Complete Reported April
6	Procurement	A follow-up audit which will focus on management actions to address recommendations raised in previous CAO audits (from 2009 to current).	Q2	Complete Reported April

¹ All other planned 2017 audits were completed and reported within 2017.

2017/18 Annual Audit Plan				
#	Title	Description	Report Target	Status
Risk Assessed Priority: 2018				
1	Employee Expenses	A compliance audit of employee expenses utilizing data analytics.	Q2	Complete Reported June
2	2017 Election Day	A management request (City Clerk's Office) to conduct a root cause analysis review of the issues which occurred on the 2017 election day and to evaluate proposed strategies to improve the election day process.	Q3	Complete Reported July
3	Open Data Program	An operational audit of the Open Data Program governance.	Q3	Complete Reported September
4	Real Estate Acquisitions (Green Line LRT)	An operational audit assessing the real estate acquisitions related to the Green Line LRT.	Q4	Reporting
5	Calgary Parking Authority	An operational audit of Calgary Parking Authority's asset management processes for the parkade portfolio that they own and operate.	Q1, 2019	Reporting
6	Bonnybrook Plant D Expansion	An operational audit of the Bonnybrook Plant D Expansion capital project.	Q1, 2019	Reporting
7	Community Planning/Calgary Approvals	An operational audit to assess the effectiveness of processes to improve permit timelines.	Q1, 2019	Planning
8	Calgary Community Standards – Livery Transport Services	An operational audit assessing the effectiveness of internal controls that support public and driver safety.	Q1, 2019	Fieldwork

2017/18 Annual Audit Plan				
#	Title	Description	Report Target	Status
9	Annual Control Environment Assessment	An operational audit assessing the design effectiveness of the Annual Control Environment Assessment, and assessing the operating effectiveness of control activities which support COSO Principle 3: Establishes Structure, Authority and Responsibility.	Q1, 2019	Fieldwork
10	Emergency Management	An operational audit of emergency preparedness and related business continuity plans.	Q2, 2019	Planning
11	Finance System	An IT audit assessing the efficiency and effectiveness of the finance system to manage budget and costs. <i>This audit will be deferred to 2019 as upgrades to the finance system are planned during 2018.</i>	Deferred to 2019	Included in the approved 2019-2020 Audit Plan.
12	Plebiscite Readiness Review	A special review at the request of the Returning Officer/City Clerk to validate plebiscite readiness and support greater transparency on actions taken by Election and Census Services to provide an improved voter experience.	Q4	Reporting