

Internal Audit Report on the Oracle PIV System

County of Henrico



*Proud of our progress;
Excited about our future*

**Internal Audit Report #267
July 16, 2018**

HENRICO COUNTY INTERNAL AUDIT
<http://henrico.us/audit>
4301 EAST PARHAM ROAD
P.O. BOX 90775, HENRICO, VIRGINIA 23273-0775

Internal Audit Report on the Oracle PIV System



Report #267
July 16, 2018



Summary

- Scheduled Audit
- Conclusions on Audit Objectives (refer to Slide 14)
- Exception Oriented
- 4 reportable Issues and 3 Other Observations
- Control improvements were implemented during the audit.
- Management Action Plans have been developed to address all risks identified.





Contents


- Introduction and Background
- Scope, Internal Controls and Methodology
- Conclusions on Audit Objectives
- Issues, Other Observations and Management Action Plans
- Closing and Report Distribution



Introduction

- Auditor III, Sharon Cherry, performed audit work
- Used professional auditing standards
- Examined controls & tested for selective compliance
- All exceptions given to Agencies
- Reported control design issues & significant test exceptions only
- Work for same Government we audit



 **Background**

The Oracle Pay-in-Voucher (PIV) System is an in-house developed County-wide application implemented on 7/6/15 to automate the manual voucher transmittal process primarily for payments made at the agencies as follows:

- cash and check payments which are delivered by armored car or in person to the County's bank or taken to the Cashier's Offices (Finance or DPU).
- credit/debit card payments which are approved by Treasury in order to update the General Ledger.


Other transactions are processed via the system primarily to update the general ledger.


This system:

- is a module of Oracle Financials
- is loosely modeled after the Inter-Departmental Transfer (IDT) System
- interfaces with Oracle Financials to update the specified General Ledger account(s) once Treasury Division or DPU Customer Service personnel approve the transactions

As with the other Oracle eBusiness modules, to utilize the system, users are granted the appropriate Oracle responsibilities by submitting a properly approved Oracle User ID Request Form.

NOTE: This system is not used for payments (deposits) that need to be recorded in Oracle's Accounts Receivable module as that interface has not yet been built. Manual PIV's are still used for this type of payment activity.


Henrico County Internal Audit  5

 **Background**

The Oracle PIV System was upgraded effective 6/20/16. Enhancements made include:

- Search feature was added to the initial Start screen to filter the PIV listing
- Users can generate an actual receipt rather than using a screen shot of the transaction as a receipt
- Security functionality was extended to allow some users access to review departmental PIV's they did not create
- Oracle Java Framework (a more current technology) was used to keep this custom module more in line with other Oracle modules

As of 9/11/17, there were 250 employees with PIV Data entry capabilities and 24 employees in the Treasury Division of Finance, DPU and IT authorized to approve transactions. (NOTE: A system control prevents approvers from approving PIV transactions that they created, however.)

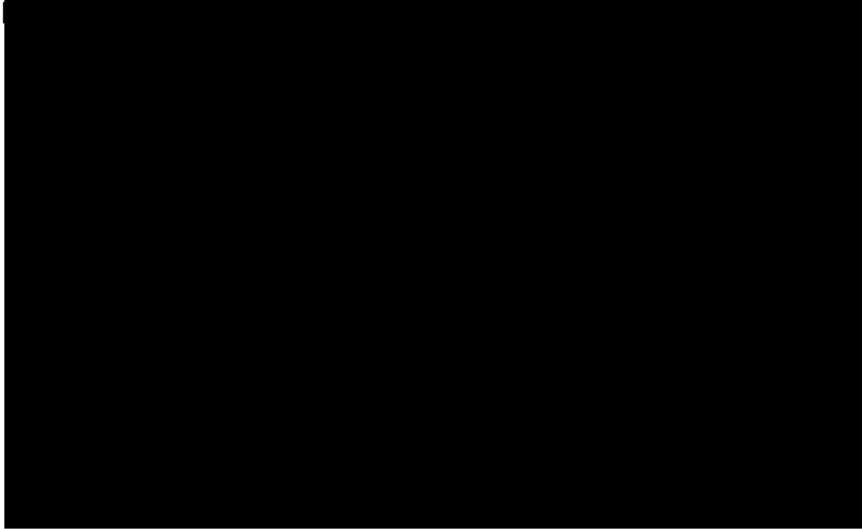


Henrico County Internal Audit 6

PAID

Background

Oracle PIV System - Basic Process Flow



Henrico County Internal Audit

7

PAID

Background


FY16 Statistics: 24,994 PIV's posted totaling \$106,626,383

Top 10 agencies by dollar amount:
Source: Oracle EIS Report (HC PIV Status Report) run by the IT Manager II

Agency	Total PIV Dollars
Finance - Treasury	\$38,413,628
Finance - Accounting	\$17,877,140
DPU - Engineering	\$11,729,226
HCPS - Nutrition	\$6,900,351
MHDS	\$6,609,423
Finance - Revenue	\$5,220,026
HCPS - General	\$5,007,111
Building Inspections	\$3,141,282
Finance - Purchasing	\$1,475,456
Fire	\$1,122,889

Henrico County Internal Audit

8



Background

FY17 Statistics: 24,272 PIV's posted totaling \$109,298,253


Top 10 agencies by dollar amount:

Source: Oracle EIS Report (HC PIV Status Report) run by the IT Manager II

Agency	Total PIV Dollars
Finance - Treasury	\$46,906,518
Finance - Accounting	\$20,686,325
DPU - Engineering	\$8,727,629
HCPS - General	\$5,118,748
HCPS - Nutrition	\$4,561,657
Building Inspections	\$3,715,177
Finance - Revenue	\$3,496,403
MHDS	\$2,979,700
School Nat'l Lunch Program	\$2,605,096
Finance - Purchasing	\$1,190,656

Henrico County Internal Audit

9





Audit Scope

Includes:

- Oracle PIV System
- Oracle PIV System interface with Oracle Financials
- Related reconciliation processes in Treasury, DPU, and Accounting**

Excludes:

- All other Oracle modules 
- All other Finance systems 

** During this audit, we did not perform a detailed audit of the mechanics of reconciliations. Instead, we focused on whether reconciliation process steps were documented and being performed consistently.

Henrico County Internal Audit

10



Internal Controls *Objectives*

- Reliability and integrity of information
- Compliance with policies, procedures, laws and regulations
- Safeguarding of assets
- Effectiveness and efficiency of operations



Henrico County Internal Audit

11




Internal Controls Cont'd *General Limitations of any Controls*

- Errors and irregularities may go undetected
- Inherent limitations in any control structure
- Limitations include resource constraints, legislative restrictions, etc.
- Projection to future subject to risk of change in effectiveness
- Compliance may deteriorate




Henrico County Internal Audit

12




Audit Methodology

- Evaluated the design of the internal control system including certain relevant application controls
- Performed walkthroughs of stated controls to obtain an understanding of the system processes
- Performed limited tests for compliance with key controls
- Surveyed agencies regarding related reconciliation efforts



Henrico County Internal Audit
13




Conclusions on Audit Objectives

Rating	Audit Objective	Issues/Other Obs. Identified
▲	Determine if there are adequate and documented policies and procedures which system users are following and if effective user training has taken place.	Issues 3 & 4
▲	Evaluate the adequacy of system access controls to ensure that access is appropriate and is limited to users who need it to perform their job duties.	Issue 2; Other Obs. 1 & 2
▲	Determine the adequacy of system input (manual) and interface (automated) controls as well as output controls such as reports.	Issue 2
* ▲	Determine the adequacy of system back-up and restoration controls.	N/A
** ▲	Determine the adequacy of system change management controls (e.g. internal testing and approval).	Other Obs. 3
▲	Determine the adequacy of reconciliation controls to ensure that payments processed through the system are actually deposited.	Issues 1 & 2

● **Insufficient-Immediate Attention**
 ▲ **Improvement Needed**
 ■ **Sufficient**

* There is an open action plan from Audit #197 (Business Continuity DRP Backup) to develop County-wide business continuity plans.
** A related Risk Acceptance exists associated with the System Development and Program Change Control Audit #210.


Henrico County Internal Audit
14

 **Issues**

1. Enhance and Consistently Perform Reconciliation Processes
2. Strengthen Controls over PIV Data Entry and Status Reviews
3. Augment Ongoing User Training
4. Document or Update the Documentation of Reconciliation Processes

Other Observations:


1. Create User Access Documentation
2. Restrict IT Access
3. Store Project Request and Approval Emails in the Change Documentation System




Henrico County Internal Audit 15

Issue 1

**Enhance and Consistently
Perform Reconciliation
Processes**



16


 **Condition** **Issue 1**

██████████ ASURY started a daily reconciliation process in October 2017 (*during the audit*) to ensure that PIV's entered into the cashiering system are approved in the PIV System, thus also recorded on the GL.

The Treasury Manager then documented the reconciliation procedures. In addition, there were planned weekly and monthly steps to this process which entailed running a PIV Status Report and following up on those PIV transactions still in the Submitted status; however, these processes were not consistently implemented during the audit.

A new cashiering system (RCS) was implemented in February 2018 and, again, a reconciliation process was subsequently developed *during the audit* and observed. We further noted that this new process requires that each cashier create a spreadsheet of all PIV's processed during the day. The cashiers then look up these PIV's in the PIV System, note on the spreadsheet if the PIV's are in the Approved status and then attach the cashiering system receipts. Management then ties the total by cashier to the daily cash reports and re-verifies that the PIV's are in an Approved status by looking each one up in the system which appears to be an inefficient process.

Henrico County Internal Audit 17

 **Condition** **Issue 1**

██████████ CUSTOMER SERVICE, the only other agency that approves PIV's, initiated a new process prior to the audit (June 2017) to ensure PIV transactions were:

1. approved in the PIV System in order to update the GL and
2. processed in the cashiering system since there is no automated interface.

This change helped to ensure that both the PIV and the cashiering systems were updated.

Reconciliations between the PIV and the cashiering systems, however, had not been performed consistently in DPU until the Senior Accountant worked *during the audit* to reconcile the PIV System to both the former and the new cashiering systems for the time period July 2015 to February 2018.

During the audit, an enhanced control system (including daily and monthly steps) was implemented to ensure that the PIV System agreed to the cashiering system and that submitted PIV's were approved. Observations revealed, however, that one planned step during the daily settlement process to confirm that PIV forms agree to the cashiering system daily summary was not taking place. Furthermore, there was no reverification process during the daily settlement to confirm that PIV's were in the Posted status.


Henrico County Internal Audit 18

PAID

Condition Issue 1

██████████ally, it appears that the DPU Administration Division initiated a process *during the audit* to monitor PIV statuses by running the PIV Status Report periodically and following up on those submitted PIV's that were not approved or rejected to ensure they were addressed.

It was also determined that this report had not been run back to the PIV System implementation date, to ensure that there were no earlier PIV's with statuses that needed to be resolved. *During the audit*, however, the PIV Status Report was run back to the beginning of the PIV System to ensure all PIV's were approved.




Henrico County Internal Audit 19

PAID

Effect Issue 1

1. PIV activity does not update the G/L (if the PIV is not created, submitted, and then approved);
2. Potential for:
 - a. cash and checks not being deposited if the PIV transaction is not processed in the cashiering system (none noted)
 - b. non-compliance with the Accounting Division's 8/24/99 PIV Procedures memo regarding the timely deposit of funds received which affects the availability of funds for County use
3. Inefficient use of cashiers' and management's time




Henrico County Internal Audit 20

PAID

Cause **Issue 1**

1. Staff turnover (Treasury)
2. Reliance on the agencies' reconciliations and the subsequent reporting of any issues discovered
3. Reliance on the automated interface between the PIV System and the GL
4. Treasury's review of the PIV Status Report is cumbersome as agencies sometimes submit PIV's electronically without immediately sending the funds to be deposited. Furthermore, no specific instructions about the timely submittal of PIV's and the associated payments to Treasury have been communicated.




Henrico County Internal Audit 21


PAID

Criteria **Issue 1**

Best business practices dictate that systems involved in a process be reconciled periodically, particularly if an automated interface has not been built.



Henrico County Internal Audit 22



Issue 1


Recommendation

██████████ The Treasury Division of Finance and DPU should enhance reconciliation processes in the following areas and ensure they are consistently executed:

- a. PIV System reconciliations to the cashiering system
- b. status reviews of PIV's to ensure that they are posted or otherwise resolved/corrected as needed

2. For efficiency purposes, Treasury management should consider creating or using an existing PIV System Report during the cashier close-out process in order to:
 - a. account for all PIV activity and
 - b. verify the PIV statuses
3. Treasury and IT should update the procedure documents to clearly state the time period in which the PIV should be created and submitted, and the cash and/or checks associated with that PIV should be sent to Treasury. As a part of this effort, Treasury should update, reissue and publish on the Intranet the PIV Procedures memo dated 8/24/99 which provides deposit and PIV submission requirements for cash and checks. These requirements should address timeframes for both PIV's created as a deposit transmittal for cash/checks and PIV's created to update the GL for funds previously deposited.

Henrico County Internal Audit 23




Issue 1

Management Action Plan

#	Management Action Plan	Completed By	Date
1.1a & 1.1b (Treasury)	The review processes will be monitored to ensure that reconciliations are being done consistently.	Treasury Division Director	7/6/18
1.1a & 1.1b (DPU)	DPU has amended our procedures and reconciliations are being done consistently and are being approved by the supervisor. These reconciliations are making sure the status of all PIVs is posted, rejected or voided and that all PIVs approved in ORACLE PIV are in the cashiering system and vice versa. We are also re-verifying that all PIV's are approved during the cashier balancing process.	DPU Senior Controller	6/18/18

Henrico County Internal Audit 24

Issue 1




Management Action Plan

#	Management Action Plan	Completed By	Date
1.2a & 1.2b (Treasury)	A review of the reconciliation process will be conducted to determine a more efficient method.	Treasury Cash Operations Manager	7/20/18
1.3 (Treasury & IT)	The enterprise PIV procedures will be updated to document the expectation of the timing of the creation of the PIV and the remittance of the deposits to the bank or the Cashier's Office.	Treasury Division Director	7/20/18


Henrico County Internal Audit
25

Issue 2

Strengthen Controls over PIV Data Entry and Status Reviews




26

 **Condition** **Issue 2**

██████████ we noted the following potential risks:


1. PIV's could be created to record cash/checks so that a PIV Report could be provided to the customer as evidence of payment; however, this PIV could simply be saved in the New status and never be submitted for processing through the cashiering system.
2. PIV's in the Submitted status can be updated (current entry lines changed or additional entries made) prior to approval which changes the status back to New. Therefore, the potential exists for these PIV's to be changed to \$0 after a receipt has already been provided to the customer which could be explained as a processing error, if questioned.
3. After 30 days, PIV's in the New status systematically change to a Voided status which could easily be overlooked or never identified on the PIV Status Report as items for further review.
4. Furthermore, guidelines to agencies about reviewing the PIV Status Report lack specific, detailed steps to help user management identify and follow-up on these potential risks.

Henrico County Internal Audit 27


 **Condition** **Issue 2**

██████████ brief survey seems to indicate that not all agencies are addressing potential risks by performing reconciliations and reviews. Thirty-five responses were received from 29 agencies, 2 of which do not utilize this system. The survey responses indicated:

- a. 12 do not periodically run PIV Status Reports to follow-up on PIV statuses.
- b. 8 do not periodically reconcile the GL accounts that contain PIV import activity to their system of record to ensure all PIV's updated properly.
- c. 9 do not have a supervisor review and sign-off on these reconciliations.



Henrico County Internal Audit 28


 **Issue 2**

Effect


Potential for the misappropriation of cash and checks
(None noted)

Cause

Management has not performed a risk assessment of the PIV process to identify potential risks and mitigating controls.




Henrico County Internal Audit 29

 **Issue 2**


Criteria

According to the updated COSO Internal Control Framework, risk assessment is one of the 5 key components of internal control.



Henrico County Internal Audit 30

Issue 2




Recommendation

Treasury and IT should perform a risk assessment of the PIV process which includes the risks surrounding New and Voided PIV statuses as well as changes made to PIV's in the Submitted status. For each risk identified, a control should be developed, documented in policies and procedures, and communicated to users (i.e. detailed procedures to follow in the review of the PIV Status Report to help identify instances where funds could have been misappropriated.)

At a minimum, PIV System procedures should be updated to:


- a. document the need to monitor New and Voided PIV statuses as well as Submitted PIV's that switch back to a New status and are never resubmitted.
- b. instruct users to document errors, changes, etc. using the Description field.

2. Then, these procedure changes should be communicated to all users.



Henrico County Internal Audit
31


Issue 2



Management Action Plan

#	Management Action Plan	Completed By	Date
2.1a (Treasury & IT)	<p>The monthly Treasury review will document PIV's in New status and send an email to the initiator and their supervisor to highlight the need for a review.</p> <p>The enterprise PIV procedures will be updated to document the need for a departmental review of New PIV's that have not been submitted, Submitted PIV's that switch back to New and are not resubmitted, as well as Voided PIV's.</p>	Treasury Cash Operations Manager	7/20/18
2.1b (Treasury & IT)	<p>The enterprise PIV procedures will be updated to document the need for an explanation to be entered into the Description field to document errors, changes, any necessary reference to previous PIV's and needed comments for New and Voided statuses.</p>	Treasury Division Director	7/20/18

Henrico County Internal Audit
32



Issue 2

Management Action Plan

#	Management Action Plan	Completed By	Date
2.2 (Treasury & IT)	Reference to the location of current Oracle Financial User Guides and Procedures will be communicated to all users receiving new Oracle Financial responsibilities (New or Existing users) when advised their Financial access has been updated. Procedure updates will be communicated as part of the semi-annual Security Review package sent to Agency Heads.	IT Project Manager II; Treasury Division Director	7/31/18

Henrico County Internal Audit

33

Issue 3

Augment Ongoing User Training



34

PAID


Issue 3

Condition

██████████ to the implementation of the PIV System, the ██████████, the ██████████, along with general instructions were emailed to the users who were initially granted access. In addition, messages were sent to Agency Heads who were in their positions at the time of the roll-out and at the time the system was enhanced in 2016.

Discussions with management revealed that since that time, no such communications have been sent to new users although the procedure documents can be found on Finance's intranet pages.

We also determined that these procedure documents needed to be updated for process changes made subsequent to the roll-out date (e.g. email notifications to Treasury regarding submitted PIV's were eliminated due to the high volume; users were no longer able to correct and resubmit rejected PIV's, etc.). These changes were made during the audit; however, no communications were sent to system users notifying them of these updates.



Henrico County Internal Audit 35

PAID

Issue 3


Effect

██████████

The potential for incorrect and/or inefficient processing of PIV transactions as some parts of the procedural documents available for reference and training purposes were not accurate

Cause

1. Reliance on the department requesting the access to train their staff
2. IT staffing issues that affect its ability to offer training resources
3. Higher priority projects




Henrico County Internal Audit 36

PAID

Issue 3

Criteria

1. According to the IT Governance Institute's COBIT 4.1 Framework, one activity within the Deliver and Support domain focuses on educating and training the users in order to meet the business requirement for IT to efficiently and effectively utilize the application and ensure user adherence to policies and procedures.
2. Policies and procedures documenting a process should be current and comprehensive in order to be utilized as a reference and training tool.



Henrico County Internal Audit 37

PAID


Issue 3

Recommendation

Treasury and IT should work together to enhance its ongoing PIV System training program that, at a minimum, includes:


- a. sending an informational email along with the documented procedures to new users
- b. periodically reviewing the [REDACTED] and the [REDACTED] with any necessary updates made at that time.

When changes are made, the revised procedures should be communicated to the users with the updates highlighted or documented in such a manner that the users will be able to easily identify them. Furthermore, these documents should be version-controlled.



Henrico County Internal Audit 38

Issue 3




Management Action Plan

#	Management Action Plan	Completed By	Date
3a (Treasury & IT)	Reference to the location of current Oracle Financial User Guides and Procedures will be communicated to all NEW users when advised of their Financial access being updated and also in the cover letter sent out with the semi-annual Security Review package sent to Agency Heads.	IT Project Manager II	7/31/18
3b (Treasury & IT)	A review of the enterprise PIV procedures will be done annually. Any necessary procedure updates will be communicated and highlighted as documents included in the Oracle Financials semi-annual Security Review package sent to Agency Heads.	Treasury Division Director	7/31/18


Henrico County Internal Audit
39

Issue 4

Document or Update the Documentation of Reconciliation Processes



40


 **Condition** **Issue 4**

██████████ Treasury - *During the audit*, the Treasury Manager documented reconciliation procedures (between the PIV System and the cashiering system) and PIV monitoring processes under the former cashiering system; however, these procedures had not been updated for the process changes made as a result of the new cashiering system implemented in February 2018.

2. DPU - ██████████ were documented and amended as of 6/2/17. The procedures require that the PIV approval occur in the cashier's office just prior to processing the PIV in the cashiering system. The Daily Process section #5 of these procedures, however, had not been updated to remove the statement that the cashier processes payments for County Departments.

During the audit, DPU implemented additional controls to enhance the overall PIV monitoring process and these control steps have been documented.


Henrico County Internal Audit 41

 **Condition** **Issue 4**

3. ██████████ Accounting - When the PIV System was initially implemented, the process to record cash transactions in the appropriate GL cash accounts (the first phase of reconciling cash accounts) changed significantly and presented challenges as paper-based PIV's were no longer physically available to aid in reconciling and posting.

We observed the current process to be a series of complicated steps that can result in reconciling differences which are resolved or otherwise handled during the second phase of the process where the GL cash account activity is matched to the bank statement postings.

Accounting Division personnel acknowledged that detailed reconciliation procedures had not been documented for both phases of this process.



Henrico County Internal Audit 42

PAID


Issue 4

Effect

Lack of or inaccurate portions of the procedural documents could cause confusion and could result in the incorrect processing of transactions, particularly in the event of employee turnover or extended absences.

Cause

1. Higher priority projects
2. Oversight
3. Accounting was not included in the development of the PIV process




Henrico County Internal Audit 43

PAID


Issue 4

Criteria

Policies and procedures documenting a process should be current and comprehensive in order to be utilized as a reference and training tool.



Henrico County Internal Audit 44




Issue 4

Recommendation

██████████ Treasury - Given the implementation of a new cashiering system in February 2018, desk procedures should be updated to document:


- a. the monitoring of PIV statuses
- b. reconciliations of the PIV System to the cashiering system

2. DPU - Management should revise the Daily Process section #5 of the ██████████ ██████████ to reflect the fact that the DPU cashier does not process payments for other County agencies.
3. Accounting - Reconciliation procedures should be documented for both phases of Accounting's cash reconciliation process.



Henrico County Internal Audit

45




Issue 4

Management Action Plan

#	Management Action Plan	Completed By	Date
4.1a (Treasury)	Procedures will be reviewed and updated to reflect the current procedures for the monitoring of the PIV statuses in the Treasury Division.	Treasury Cash Operations Manager	7/20/18
4.1b (Treasury)	Procedures will be reviewed and updated to reflect the current procedures for the reconciliation of the PIV System to the cashiering system in the Treasury Division.	Treasury Cash Operations Manager	7/20/18
4.2 (DPU)	We notified DPW and Voter Registration that we would no longer accept their PIV's in June 2017. However, we failed to remove it from the procedures. The procedures have been updated to reflect that the DPU - WGC cashier only processes DPU PIV's. (Note that the DPU – EGC cashier is supervised by Finance and follows their PIV procedures.)	Customer Service Supervisor	6/18/18

Henrico County Internal Audit

46




Issue 4

Management Action Plan

#	Management Action Plan	Completed By	Date
4.3 (Accounting)	Accounting continues to work with Treasury and Information Technology to improve the reconciliation process of recording cash transactions in the appropriate GL cash accounts. Accounting is currently documenting detailed reconciliation procedures.	Accounting Section Manager	12/31/18


Henrico County Internal Audit

47




Other Observations

The following slides include additional observations noted during our audit which were considered less critical in reaching our conclusions on the audit objectives.



Henrico County Internal Audit


48



Other Obs. 1

[REDACTED] Create User Access Documentation

Management confirmed that there is no system documentation that lists the responsibility names including the specific accesses granted by that role assignment. For example, there is no documentation that describes the difference between the [REDACTED] and the [REDACTED] accesses.

Recommendation:
We recommend that specific accesses assigned to each responsibility name be described in a clear, guiding document available for administrators and authorizing supervisors. However, since PIV System accesses are limited to only data entry, approval or both, at a minimum, the responsibility name itself should clearly reflect the specific access granted (e.g. [REDACTED] etc.)


Henrico County Internal Audit

49


Other Obs. 1

[REDACTED] Management Action Plan

#	Management Action Plan	Completed By	Date
OO1 (IT)	Noted responsibility names have been further clarified as requested.	IT Project Manager II	5/31/18

Henrico County Internal Audit
50



Other Obs. 2


Restrict IT Access

Testing of a 4/23/18 PIV System user access list revealed that four IT employees had been granted the access assigned to either the [REDACTED] or [REDACTED] responsibilities; two of these IT employees work on the database and development side of the application.


Recommendation:

1. IT access should be restricted only to those employees who need it to perform their job duties. Consideration should be given to:
 - a. limiting the assignment of responsibilities only for the time period needed or
 - b. relying on the system administrator rights which may already allow the access needed
2. An Oracle report should be created and run periodically by Treasury management to determine if any PIV transactions have been updated by IT. If so, Treasury management should research these transactions to ensure that they know, understand and approve the reason for IT's intervention.

Henrico County Internal Audit



51




Other Obs. 2

Management Action Plan

#	Management Action Plan	Completed By	Date
OO2.1 (IT)	All IT access to PIV responsibilities was end-dated as recommended. IT administrators will re-enable PIV access on an as needed basis to troubleshoot issues reported.	IT Project Manager 	5/31/18
OO2.2 (IT & Treasury)	[REDACTED] was created and setup to run on a schedule and automatically be delivered to the Treasury Division Director for review.	IT Project Manager 	5/31/18

Henrico County Internal Audit

52


Other Obs. 3

Store Project Request and Approval Emails in the Change Documentation System


In the change documentation system, all 4 projects related to the PIV System did not have the following emails attached:


1. Initial project request
2. User approval of the testing results
3. Approval from an authorized employee to move the project or change into production

It should be noted, however, that the initial project request was explained in the description section of the project. Similarly, approvals of authorized IT support personnel were documented with time and date stamps and there were notations that Finance process owner/user approvals had been obtained.

Recommendation:

We recommend that all projects in the change documentation system store evidence of user testing and authorized approvals to move the project or change into production as well as other activity related to the initial project or issue request.


Henrico County Internal Audit

53


Other Obs. 3

Management Action Plan


#	Management Action Plan	Completed By	Date
OO3 (IT)	Adherence to Henrico County IT project management policy and standards will be maintained going forward in project management software in place at the current time. At this time Zoho will be the system of recording project related work (replacing Redmine).	IT Project Manager 	6/1/18

Henrico County Internal Audit
54




Closing

- Appreciate Agencies' cooperation
- Follow up on open Action Plans will be performed as completion dates are reached or after sufficient time has passed to ensure the actions are effective and on-going.



Henrico County Internal Audit 55



Report Distribution

Audit Committee (Mrs. O'Bannon, Mr. Thornton, County Manager)	Board of Supervisors, Non-Committee Members
Deputy County Managers for Administration and Community Operations	Directors of Finance, Information Technology, and Public Utilities
Internal Audit Staff	

Henrico County Internal Audit 56



Audit Contact Information

Sharon Cherry, Auditor III

Phone: 804-501-4210

E-Mail: che045@henrico.us

Vaughan Crawley, Director of Internal Audit

Phone: 804-501-4292

E-Mail: cra85@henrico.us