

**Post-Audit Review 21-03:
Information Technology
Staffing Contract**

December 2021

City Auditor

Stan Sewell, CPA, CGFM, CFE

Senior Auditor

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OFFICE OF INTERNAL AUDIT

Stan Sewell, City Auditor

December 17, 2021

To: Mayor Tim Kelly
City Council Members

Subject: Information Technology Staffing Contract (Audit Report #21-03) Post-Audit Review

Dear Mayor Kelly and City Council Members:

Attached is a summary report on the status of recommendations from our 2021 Information Technology Staffing Contract audit report. The purpose of this report is to confirm whether, and to what degree, the Department of Information Technology (DIT) has implemented the recommendations made in the original audit.

Our audit concluded that the City's procurement of the contract with BG Staffing complied with state law and City purchasing requirements. However, we proposed several recommendations designed to strengthen contract performance and administration. We are pleased to report the DIT has implemented all the recommendations from the audit.

Our Post-Audit Review consisted primarily of interviews with DIT personnel and examination of supporting documentation. The evidence we obtained provided a reasonable basis for our conclusions. However, the issues discussed in this report are not the result of an audit performed in accordance with generally accepted government auditing standards. Had we performed such an audit, additional issues might have been reported.

Sincerely,

Stan Sewell, CPA, CGFM, CFE
City Auditor

Attachment

cc: Audit Committee Members
Joda Thongnopnua, Chief of Staff
Brent Goldberg, Chief Financial Officer
Ryan Ewalt, Chief Operating Officer
Julia Bursch, Deputy Chief Operating Officer
D. Brent Messer, Chief Information Officer
James Cutcliff, DIT Fiscal Analyst
Kevin Bartenfield, Director of Purchasing
Chris Anderson, Director of Innovation, Delivery and Performance
Jim Arnette, Tennessee Local Government Audit

RECOMMENDATIONS FULLY IMPLEMENTED (3)

<i>Recommendation</i>	<i>Actions Taken</i>
1. We recommended the DIT design and implement internal control activities for contract management and monitoring through written policies and procedures.	DIT has designed and implemented new internal control procedures for contract management and monitoring.
2. We recommended the DIT design and implement key performance indicators (KPIs) and metrics to monitor and improve contract performance and vendor accountability. We also recommended the DIT incorporate standards for monitoring contract performance into its written policies and procedures.	DIT has developed and implemented KPIs for each contracted position in the Infrastructure and Operations Divisions.
3. We recommended the development and implementation of a process for evaluating the job performance of contracted personnel at regular intervals. Performance appraisals should be supported with documentation and shared with the vendor as appropriate. We also recommended the DIT incorporate the performance evaluation process into its policies and procedures.	DIT division leaders who utilize contracted personnel have implemented a structured performance review process. The review process is currently underway and part of DIT's policies and procedures.

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