

# Office of Auditor General (OAG) Audit Recommendation Follow-Up as of January 31, 2024



# Audit Recommendation Follow-up as of January 31, 2024

The following presents the **quarterly** status of audit recommendations since the last follow-up presented to the Audit Committee:

Item #	Fiscal Year	Report Number	Audit Title <i>(linked to final audit report)</i>	Report Issue Date	Recommendations			
					Total	Previously Closed	Closed this Period	Outstanding
1	2022	22-1002	<a href="#">IT Technology Platform Implementation and Hardware Acquisition &amp; Management</a>	September 2022	5	3	0	2
2	2023	23-1001	<a href="#">Succession Planning and Leadership Development</a>	February 2023	2	0	1	1
3	2023	23-1003	<a href="#">Employee Evaluation Process</a>	September 2023	4	1	0	3
4	2024	24-1001	<a href="#">Food and Nutrition Services</a>	December 2023	3*	0	0	3
5	2024	24-1002	<a href="#">Facilities Maintenance</a>	February 2024	11*	0	0	11
				<b>Total</b>	<b>25</b>	<b>4</b>	<b>1</b>	<b>20</b>

\*These recommendations were **not** due as of January 31, 2024.



Two recommendations are currently in process, including **(1) Integrate Financial IT Asset Information with RequestIT** and **(2) Follow a Consistent Data Collection and Data Entry Process.**

## Management Updates:

In its goal to modernize technology tools at FCPS, the Department of Information Technology (DIT) recently implemented Freshworks, a cloud-based IT service management software. Freshworks was first piloted internally within IT and has since expanded access to all FCPS for IT helpdesk functionality. Currently, DIT has configured the asset management module within the new IT Service Management tool. So far, about 100,000 assets have been converted into FreshWorks and will capture financial data for new assets. The new target completion date for full implementation of the asset management module is June 30, 2024.

# Item #2 - FY23 Succession Planning and Leadership Development

- The recommendation to **evaluate all domains of the principal pipeline model** is closed. A proposal including recommendations for the principal pool process was submitted to Senior Leadership to ensure the division is best positioned to recruit, hire, and retain world class principals.
- The recommendation to **develop a division-wide succession plan and enhance leadership development framework is currently past due but is in process.** The action to develop guidelines on establishing documentation and communication of knowledge management was completed this period. Office of Professional Learning (OPL) has created an aspiring principal's academy cohort this year. The first session began in December 2023. OPL has also provided information and resources for new administrators. Currently, six corrective actions remain outstanding:
  - 1) OPL is developing a plan for expansion of PD for Schedule A employees, which requires additional funding.
  - 2) A draft guidebook for mentoring and onboarding of new department staff has been created. OPL and HR are working together to determine the rollout of the guidebook and support for mentoring practices.
  - 3) OPL is seeking alternate funding for two operational specialist positions, however, funding for these positions are not currently in the budget.
  - 4) OPL is seeking funding for developing a mentoring and coaching initiative for leaders in critical positions that align to national standards and practices, however, this year's budget did not include any new funding for developing new initiatives. OPL is also working to develop a cadre of seasoned principals to act as mentors through their Leading the Mission program. The program began last year as an opportunity to cultivate seasoned principals and use their knowledge and skills to support division initiatives like this. The program's second class is underway with 24 principals.
  - 5) OPL and HR has formed a joint working group to form a succession plan and explore the development policies and regulations to align with industry leading practices is in process. This work will be subsumed within the transitional work to the new Human Capital Management system. This component will align competencies and job descriptions to create pipelines for professional growth.
  - 6) The action to expand pathways to leadership communication and opportunities has been deferred to Fall 2024.

Three recommendations remain outstanding and are currently past due:

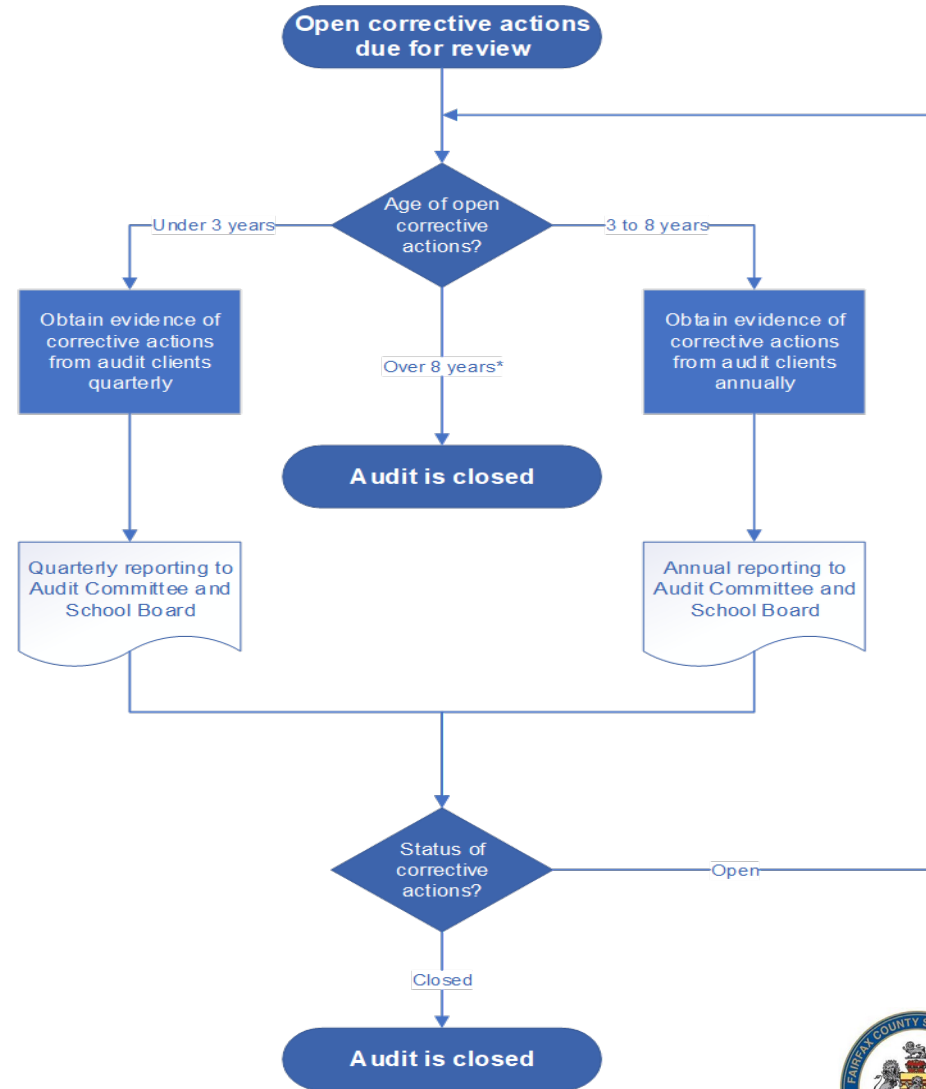
- 1. Update to Performance Assessments and Evaluations Regulation:** This recommendation is past due. Office of Employee Relations (OER) has completed the action to update the HUB and make the necessary updates to Regulation 4440. OER has routed the Regulation for review and currently awaiting for approval.
- 2. User Experience of MyPDE:** The action related to increasing employee engagement of MyPDE and enhancing MyPDE training is in process. Also, Short tutorials are posted on Hub on how to complete tasks in MyPDE. Action related to OER continuing their efforts to enhance Dashboard with more resources and trainings throughout the school year is still open. Department of Information Technology is currently testing the functionality of the dashboard.
- 3. Employee Evaluation Monitoring and Communication:** The action to complete quality control checks of random employee files and run the completions will not be completed until January/February 2024, after mid-year evaluation deadline.

Three recommendations are outstanding and are currently in process:

- 1. Automation of Manual Processes:** (1) Food and Nutrition Services (FNS) plans to employ an Employment Specialist to address that kitchen managers are currently completing tasks that could be delegated if fully staffed. (2) FNS has been working on releasing a Request For Proposal for a new all-inclusive food service software because FNS currently operates with three separate information software systems which create duplications of effort that may lead to human error. FNS anticipates awarding the contract and transitioning to the new software by May 2024. (3) FNS is in the process of hiring operation specialists to alleviate workload of current staff by February 2024.
- 2. Benchmarking and Key Performance Indicators (KPI):** FNS has begun developing KPIs specifically to monitor average daily meal participation (ADP), non-program sales, meals per labor hour (MPLH), and inventory rates. FNS has begun to monitor this data weekly. FNS will continue building out our KPIs with tentative completion date as November 2024.
- 3. Update FNS Regulation:** FNS is undergoing change in operations and leadership and is currently reviewing all former practices and policies. FNS plans to update the manual once FNS leadership has finalized their review. The timeline for completion includes embedding the new software program into the manual. The RFP for the software is anticipated to be awarded in Spring 2024.

- OAG will continue to follow up on open items on a quarterly basis.
- Audit Recommendation Follow-Up as of April 30, 2024, is scheduled to present at the June Audit Committee Meeting.

- OAG conducts audit recommendation follow-up and reports results to the Audit Committee/School Board on a quarterly basis.
- If audit recommendations are open for more than three years, OAG will conduct follow-up and report to the Audit Committee/School Board on an annual basis.
- For audit recommendations open for more than eight years, the audit will be closed.



\* Per FCPS Records Management Manual and Library of Virginia, audit records are retained for 8 years after the fiscal year in which the audit report was published.