

Property Tax and Assessment Audit

Audit Committee – May 29, 2023



Today's Presentation

- Audit Objective
- Scope and Methodology
- Audit Conclusion
- Management Action Plans
- Next Steps
- Questions

Audit Objective

To evaluate the adequacy and effectiveness of the internal controls, processes and procedures in place to mitigate the business risks associated with managing Property Tax and Assessment.

Audit Scope & Methodology

- Review of policies and procedures
- Analyze reports
- Assess the use of technology
- Conduct interviews
- Perform process walk throughs
- The scope of the audit covered department activities for the period of January 2021 to December 2022.

Audit Conclusion

In general, the audit found Property Tax and Assessment to be operating effectively but identified opportunities for improved efficiency.

Issues and Observations

The following opportunities were identified:

- Enhance controls over system user access and segregate incompatible duties.
- Leverage technology to improve processes.
- Develop corporate performance measures.
- Formalize SOPs for operational and training activities.

Management Action Plans

Enhance controls over system user access and segregate incompatible duties :

- Management has enhanced existing preventive and detective controls by revising the user role matrix and ensuring user access and privileges are reviewed at least once a year.
- Management will work with the OCIO to investigate software enhancements which would provide user activity reporting.

Management Action Plans

Leverage technology:

- Management will explore opportunities to provide on-line services to property taxpayers.

Management Action Plans

Develop corporate performance measures :

- Management will work with the Office of Transformation and Strategy to develop KPIs which are beneficial to the department and the City.

Management Action Plans

Formalize SOPs for operational and training activities:

- Management will ensure SOPs and training material are formalized, accessible and reviewed periodically for completeness and relevancy.

Next Steps

- Action plans have been developed
- Implementation is underway or completed
- Internal Audit will follow up and report on the status of these action plans



Questions?





Thank You

