

HIGHLIGHTS

Why We Did This Study

As part of the FY 2020 Annual Audit Work Plan, we performed a performance audit (audit) of contract management in the Department of Technology Services (DTS). The purpose of the audit was to look at DTS' system for managing contracts. The audit did not focus on any specific contracts but looked at a sample of contract data to better understand the systemic processes.

What We Found

The audit has two findings. In Finding 1, we concluded that DTS is in the development stages of contract management maturation and additional skills, structure, and guidance are needed. In Finding 2, we concluded that the PRISM financial system is not set up to fully support contract management, so DTS has developed other applications and processes to assist with contract management. A more robust contract management system could lead to enhanced efficiency and reduced risk of invoice processing errors.

What We Recommend

We make nine recommendations: six in Finding 1 and three in Finding 2.

In Finding 1, we recommend DTS:

- Develop a plan to improve the maturity level of DTS contract management
- Develop a schedule of trainings and identifying appropriate initial trainings for all contract managers
- Develop department-specific contract management policies and procedures to supplement the existing County Contract Administration Policy, and
- Ensure contract file requirements are met.

In Finding 2, we recommend:

- DTS assist with developing standardized policies and procedures to improve communication related to management of cross-departmental contracts
- DTS work with the Department of Management and Finance to bring an automated invoice review and approval process into the PRISM system or an upgraded financial management system, and that
- DTS work with the County Purchasing Office to establish a comprehensive listing of active department contracts.