



CITY OF ORLANDO

Office of Audit Services and Management Support

MEMORANDUM

To: Larry T. Simmons, CFM, Manager
Facilities Management Division

From: Beryl H. Davis, CPA, CGFM, Director
Office of Audit Services and Management Support

Re: Follow-Up Audit of Facilities Management Work Order Processing
(Report No. 07-02)

Date: November 6, 2006

Attached is a summary of the status of recommendations as determined from our follow-up review of the Facilities Management Work Order Processing Audit (*Report No. 06-09*), issued March 6, 2006. Our review procedures consisted of staff inquiries, examination of certain documents and a review of the status of the recommendations provided by the Facilities Management Division (Facilities).

Our follow-up was made in accordance with generally accepted government auditing standards, except that we did not perform substantial tests of evidence supporting the replies from the officials responsible for resolving audit findings and recommendations.

Two of the eight recommendations in the original report were implemented, two were partially implemented and the remaining four are planned for implementation.

The two recommendations that are partially implemented and two that are planned for implementation concern Facilities modifying the work order software to support revenue billing priority codes. While new codes have been developed and are expected to be implemented by December 2006, additional work order software modules are required to be purchased, to properly operate Facilities work order software with the new revenue codes. Facilities plans to purchase the modules by January 2007. Also, in January 2007, Facilities plans to complete, for executive management evaluation, a strategy for the new software modules to produce further efficiencies.

We commend Facilities for its results in both reporting and reducing its backlog. We encourage Facilities Division management to further clarify its plans to continue reducing the work requests backlog recently reported and communicate the plans and results to the General Administration Department Director on a continuing basis.

Every year in February we conduct an annual follow-up on all the city-wide recommendations that have not been fully implemented. Report recommendations #3-8 will be reviewed during this annual follow-up, to determine their implementation status. We wish to thank the officials and personnel of the Facilities Management Division for their cooperation and prompt response to the follow-up request.

Christopher Polke, Senior Auditor, performed this follow-up review.

BHD/cip

Attachment

**c: Honorable Buddy Dyer, Mayor
Cheryl J. Henry, Chief of Staff
Byron W. Brooks, Chief Administrative Officer
Rebecca W. Sutton, Chief Financial Officer
Kevin J. Edmonds, General Administration Department Director
Conrad C. Cross, Chief Information Officer**

REPLY AND IMPLEMENTATION SUMMARY
FOLLOW-UP REVIEW OF AUDIT OF FACILITIES MANAGEMENT WORK ORDER PROCESSING

#	RECOMMENDATION	RESPONSE	CURRENT STATUS	IMPLEMENTATION DATE	AUDITEE COMMENTS
1.	The Facilities Management Division Manager should periodically extract reports of "backlogged" work orders from the database, develop plans to clear these backlogs and document the backlog management process.	Concur	Implemented	October 2006	Backlog data is extracted from ARCHIBUS at the end of each month into an Excel document, to calculate the number of days work order requests have been opened. The data is then tabulated into two graphical presentations showing 1) 90-day backlog listing all problem types and 2) backlog excluding subcontract problem type.
2.	The Facilities Management Division Manager should create reports that inform the General Administration Department Director of "backlogged" work orders and the Division's plan for clearing the backlog.	Concur	Implemented	October 2006	Reports developed in #1 are submitted to Facilities Management Division Manager and the General Administration Department Director for their perusal.
3.	The Facilities Management Division Manager should revise the standards for the "Priority" and "Problem Type" entered in the work order system to more effectively document the urgency and specificity of the problem.	Concur with Reservations	Partially Implemented	November 2006	Delayed due to revenue billing accounts being interconnected with priority codes. As of October 2006, new priority codes have been developed. We discovered that further modification of data than what was first understood, is needed.
4.	The Facilities Management Division Manager should begin to review and report by priority category whether it is adhering to its standards for response and resolution of such priorities.	Concur	Partially Implemented	December 2006	Refer to #3; Reports will be available after the new codes are in place.
5.	The Facilities Management Division Manager should create a useful and timely summary of the performance of preventive maintenance to alert management of concerns and matters that need increased attention.	Concur with Reservations	Planned for Implementation	January 2007	Revised maintenance and productivity reports will be produced once new priority and problem type codes are in place. Will require the purchase of additional work order software modules to fully implement.

REPLY AND IMPLEMENTATION SUMMARY
FOLLOW-UP REVIEW OF AUDIT OF FACILITIES MANAGEMENT WORK ORDER PROCESSING

#	RECOMMENDATION	RESPONSE	CURRENT STATUS	IMPLEMENTATION DATE	AUDITEE COMMENTS
6.	The Facilities Management Division Manager should periodically report its assessment of facilities that have experienced a high number of service calls indicating a need to consider the replacement of the facility or its components.	Concur with Reservations	Planned for Implementation	January 2007	Same as #5
7.	The Facilities Management Division Manager should meet with clients and managers to understand their expectations for the Division and document its responsibilities in formal "memoranda of understanding" or "service level agreement."	Concur	Planned for Implementation	December 2006 February 2007	Draft completed October 2006. Review draft with City programs. Allowing them an opportunity to review their proposed FY07/08 budgets. Implement MOU's in new FY 07/08
8.	The Facilities Management Division Manager should create a proposal outlining the efficiencies expected from technical enhancements so that executive management can make an informed decision to pursue such enhancements.	Concur	Planned for Implementation	January 2007	Efforts are in place with an anticipated strategy to be completed in outline form by January 2007