



Final Audit Follow-Up

Period Ending March 31, 2020
Report #2008 | August 11, 2020

Audit of City Printers and Copiers


Summary from Original Report #1702 (Issued December 6, 2016): Printing and copying documents is a cost of doing business that, while not significant on an individual page basis, is often significant in the aggregate. Several approaches can be used to control those costs; including using efficient printing/copying equipment (devices), limiting the number of devices by strategic location and required sharing of equipment, and standardization to reduce maintenance and support efforts.

The purpose of this audit was to identify opportunities for the City to realize efficiencies in printing and copying documents and records through:


- The use of alternative procurement methods that will reduce the acquisition costs of multifunction devices (MFDs).
- A reduction in the number of printers and MFDs necessary for City staff to effectively perform their duties and assignments.
- A reduction in number and variety of makes and models of printers and MFDs to allow for more efficient maintenance and support by Technology and Innovation Department (T&I) staff.

We identified three areas where savings and increased efficiencies could be realized in regard to printing and copying of City documents and records. Those areas relate to the manner in which MFDs are acquired, the use of desktop printers within certain City departments, and the required maintenance and support of City printers.

Summary of Action Plan: A total of 16 action plan steps were established by management in response to our audit recommendations. As of March 31, 2020, all 16 steps were due for completion. Of those 16 action plan steps, 14 were noted as having been completed in prior follow-up reports #1713, #1903, and #2001. This follow-up report is our fourth and final follow-up on audit report #1702. The status of the two remaining action plan steps is discussed in the table below.¹

Action Plan Steps	Status as of March 31, 2020
<p>Objective B: Eliminate certain desktop printers and re-evaluate desktop printer usage throughout the City.</p>	
<p><i>City Manager's Office</i></p>	
<p>B.1 Each departmental manager will be directed to review the usage of desktop printers in their respective areas for the purpose of identifying desktop printers that can be eliminated without undue negative impacts to productivity.</p> <p><i>(Management's initial estimated completion date: 3/31/2017)</i></p>	<p>Needs Attention. Management reported that due to the changes in the work environment necessitated by COVID-19, Procurement Services and T&I have determined the plan for identifying desktop printers which can be eliminated must be revised. Management anticipates this could be accomplished by September 2020.</p> 

¹ The numbering sequence of the action plan steps is based on the steps provided by management in the original audit and only those steps which were outstanding at March 31, 2020 are included.

Action Plan Steps	Status as of March 31, 2020
B.1 (<i>Continued from previous page</i>)	Due to the length of time this action plan step has remained incomplete, 36 months since initial completion date set by management and 39 months since issuance of the original audit, progress on this step will no longer be monitored.
<p>B.3 Appropriate policy will be developed (based on the unique circumstances of each department's usage of desktop printers) to eliminate desktop printers that are not efficient.</p> <p><i>(Management's initial estimated completion date: 9/30/2017)</i></p>	<p><u>Needs Attention.</u> As noted above, management has determined a need to re-evaluate the strategy for identifying desktop printers which could be eliminated. This re-evaluation would also delay a policy being developed. As noted above, management anticipates this could be completed by September 2020.</p>  <p>Due to the length of time this action plan step has remained incomplete, 30 months since initial completion date set by management and 39 months since issuance of the original audit, progress on this step will no longer be monitored.</p>

CONCLUSION

Management developed 16 action plan steps to address the recommendations in the original audit report (#1702). As of the end of this follow-up period, March 31, 2020, management successfully completed 14 of the 16 steps. The two steps not yet complete relate to: (1) departmental managers being directed to review the usage of desktop printers in their respective areas for the purpose of identifying desktop printers that can be eliminated without undue negative impacts to productivity, and (2) development of policy (based on the unique circumstances of each department's usage of desktop printers) to eliminate desktop printers that are not efficient.

Due to the length of time passed since the original audit report was issued, we will no longer follow-up and report on management's efforts to complete those remaining action steps.

We appreciate the cooperation and assistance provided by T&I management and staff during this audit follow-up.

APPOINTED OFFICIAL'S RESPONSE

We have reviewed the City Auditor's Follow-Up Report on the Printer and Copiers Audit and are pleased to see that 14 of the 16 action plan steps identified in the audit report are complete. We have taken note of the current status of the action plan items and will continue to work on addressing the recommendations. We want to thank the City Auditor's staff for their time and effort on this audit and follow-up.

STATEMENT OF ACCORDANCE

The Office of the City Auditor's mission is to provide the City Commission an independent, objective, and comprehensive auditing program of City operations; to advance accountability through the provision of assurance and advisory services; and to actively work with Appointed Officials in identifying risks, evaluating controls, and making recommendations that promote economical, efficient, and effective delivery of City services.

We conducted this audit follow-up in accordance with the International Standards for the Professional Practice of Internal Auditing and Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit follow-up to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our objectives. We believe the evidence obtained provides a reasonable basis for our conclusions based on our audit objectives.

Please address inquiries regarding this report to the Office of the City Auditor at (850) 891-8397.

<http://www.talgov.com/transparency/auditor.aspx>

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