CITY OF HAMILTON
PROPOSED 2015-16 PERFORMANCE AUDIT WORK PLAN PROJECTS

1. AUDITS IN PROGRESS OR CARRIED FORWARD FROM 2013

The following audits are in progress and should be completed by the end of the second quarter of 2015:

- City Clerks – Agenda Process
- Risk Management – Claims Adjusting and Operational Efficiencies

The audit Water – Water Main Emergency Repairs was indicated in the 2013 work plan. Based on preliminary meetings with management and additional information received, this project does not merit review at the present time and will no longer be considered for completion.

2. NEW PROJECTS

Audit Project	Project Description
Use of External Consultants	City departments engage external consultants to undertake a wide variety of projects as required. In 2014, the City spent at least $1.8 million on operational-related consulting activities (excludes capital projects). No corporate policy exists to govern the use or management of external consultants. This audit will assess whether consultants are utilized in an effective manner and project outcomes add value to City operations.
Public Works Protective Plumbing Program	The City's Protective Plumbing Program (3P) provides financial grants and loans to residential property owners who would like to make plumbing improvements in order to protect their home from basement flooding as a result of sewer surcharging. In 2014, the City provided approximately $2.0 million in 3P grants (excludes 3P loans). This audit will evaluate the achievement of program objectives, assess the effectiveness of the program and identify potential opportunities to improve efficiency.
Public Health Consolidation	As part of a plan to consolidate work space and staff to two locations in the downtown core, Public Health implemented a "hoteling" structure in which employees share desk space. This audit will evaluate the achievement of cost-saving and other intended objectives and the potential benefits associated with possible similar implementation in other City departments.

Audit Project	Project Description
Information Technology – Internet Usage	Internet access is provided as a standard feature on all City computers. In 2009, Hamilton City Council approved the current Computer and Technology Acceptable Use Policy, which provides expectations and guidelines on appropriate use of the City's computer and network resources. This audit will analyze internet usage data to evaluate the extent of excessive personal or inappropriate use of City resources.