



AUDIT OF FACILITIES MAINTENANCE

ABSTRACT

Facilities has generally established an effective process to provide maintenance activities and services to the City. This audit recommends process improvements to enhance monitoring capabilities over vulnerable assets, facilities security access, and workload.

City Auditor's Office



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Executive Summary

Honorable Mayor and members of the City Council,

The City Auditor's Office has completed a performance audit of Facilities Management's facilities maintenance program. The salient findings of this audit and our overall conclusion are as follows:

- Overall, the Facilities Maintenance Division has established good processes and controls with the following exceptions:
 - The Division needs better controls over tools purchased by utilizing proper recordkeeping and verification. These procedures are necessary to prevent theft or misuse of tools.
 - The Division controls access to the City's facilities and grants City employees access to facilities they are authorized to access. We found that proper permissions were not documented when granting or modifying certain access privileges. This may result in an employee being granted inappropriate access to the facilities.
 - The Division may benefit by effectively using a recently implemented work order system for monitoring work accomplished by Technicians.

We appreciate the cooperation of Facilities Maintenance staff. We made seven recommendations in this report, all of which the Department has concurred with.

Sincerely,

Umesh Dalal, City Auditor

Introduction

The City Auditor is responsible for providing: (a) an independent appraisal¹ of City operations to ensure policies and procedures are in place and complied with, inclusive of purchasing and contracting; (b) information that is accurate and reliable; (c) assurance that assets are properly recorded and safeguarded; (d) assurance that risks are identified and minimized; and (e) assurance that resources are used economically and efficiently and that the City's objectives are being achieved.

The City Auditor's Office has completed a performance audit of the facilities maintenance program. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Management Responsibility

City management is responsible for ensuring that resources are managed properly and used in compliance with laws and regulations; programs are achieving their objectives; and services are being provided efficiently, effectively, and economically.

Audit Objectives, Scope, and Methodology

This report is intended to provide assurance that the City's resources are being safeguarded and used effectively to ensure the City's objectives are being achieved by evaluating the existence and adequacy of controls over facilities maintenance processes.

Audit fieldwork was conducted during February and March of 2020. The scope of review varied depending on the procedure being performed. The following list summarizes major procedures performed during this time:

- Reviewed documentation to develop criteria including industry standards, best practices, policies, and procedures;
- Developed a process narrative to identify current control activities that was certified by the Facilities Supervisor and Facilities Management's Contract Control Specialist;
- Examined data from the City's facilities maintenance work order systems to evaluate the facilities maintenance program and analyze repairs;
- Reviewed Facilities Management's procurement card transactions and associated supporting documentation for the February reporting period;²
- Inspected custom security access level documentation to determine if access change requests were made with the appropriate authority.

¹ The City of Denton Internal Auditor's Office is considered structurally independent as defined by generally accepted government auditing standard 3.56.

² The February reporting period includes transaction from December 20th, 2019 through February 4th, 2020.

What Works Well

The Facilities Maintenance Program is Generally Adequate

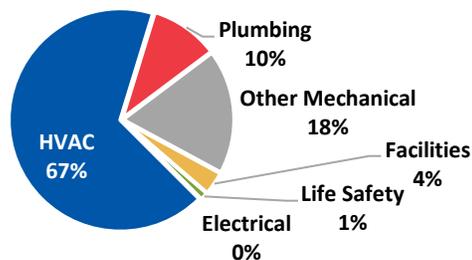
Over time, the performance of a building (and its components) will eventually degrade. Maintenance is the decisions and actions regarding the control and upkeep of property and equipment and can be used to prolong the service life of these assets. According to the US Department of Energy's *Operations & Maintenance Best Practices*, there are generally three types of maintenance programs that exist as follows:

- 1) Reactive Maintenance – no actions or efforts are taken to maintain equipment to ensure expected life is reached;
- 2) Preventive Maintenance – actions performed on a time- or machine-run-based schedule that detect, preclude, or mitigate degradation with the aim to extend the useful life of equipment; and
- 3) Predictive Maintenance – measurements that detect the onset of system degradation, thereby allowing causal stressors to be eliminated prior to deterioration.

Each of these program types has its own advantages or disadvantages. It should be noted that preventive or predictive maintenance programs still include reactive maintenance activities; however, these make up a smaller percentage of the work performed.³ The auditors found the following:

- The Facilities Maintenance Division has generally established an effective preventive maintenance program, where about 30% of maintenance activities are reactive.
 - While additional cost savings could be seen in the long run from increasing predictive maintenance activities, this type of program requires large, short-term investment in technologies to monitor equipment condition. Due to the size of the City, this type of large, technological investment may not be necessary at this time.
- In general, the Division has scheduled preventive maintenance activities for all applicable major trade areas (see Figure 1); however, we found that few preventive maintenance activities have been performed for electrical equipment.

Figure 1: Preventive Maintenance Activities by Trade (Jan. 2017 – Jul. 2019)



³ Typically, a maintenance program is considered reactive if more than 55% of maintenance activities are reactive.

- That being said, electrical repairs only make up about 5% of repair work orders (see Table 1 on the following page), which would indicate that the risk of electrical system failure has not been very high in the past. Besides, the Facilities Supervisor stated that the Division recently acquired a thermal imaging gun, which can be used to perform preventive maintenance on electrical systems.
- We found evidence that at least one electrical preventive maintenance task had been performed in the last six months. Given the potential impact of electrical system failure, the Division should consider formally introducing these activities into the scheduled preventive maintenance program.
- We found that this preventive maintenance program effectively monitors the condition of facility assets (including buildings and their associated equipment).
 - Any notes that technicians make about the conditions of assets are recorded in the work order system and necessary repairs or replacements are performed when identified as a separate work order.
 - About \$1.5 million has been budgeted annually to replace HVAC components, floors, and roofs. These assets are replaced based on their designed life and their reported condition, which is monitored through the preventive maintenance program. Replacements are prioritized based on the informed judgment of division management.

Work Order System Effectively Manages Facilities Maintenance Workload

The City of Denton’s Facilities Management Department is generally organized into two distinct functions – Maintenance and Capital Projects. This audit focuses on the Maintenance function of the Facilities Management Department. Facilities Maintenance performs maintenance activities designed to keep building equipment and systems running for at least their designed life. Similarly, the Division provides on-demand services for the City’s employees including rekeying, coordinating department moves, painting, hanging pictures, etc. The City has invested in a facilities’ work order system that effectively manages these services and maintenance activities. The auditors found the following:

- Reactive maintenance activities and on-demand services may be requested by employees either through an online portal or by contacting the Department’s administrative staff directly; these actions create a work order. Throughout the day the Facilities Supervisors issue these work orders to a Facilities Technician and assign a priority, or due date, for when the work is supposed to begin.
 - The Facilities Maintenance Division always has an on-call Technician available who is responsible for responding to emergency maintenance and service issues.
- Preventive maintenance activities have been scheduled by Facilities Management staff and are automatically issued and assigned to a Facilities Technician by the work order system.
- Once the Facilities Technician has completed the assigned service or activity, they mark the work order as “finished” in the work order system. Facilities Technicians are required to upload

supporting documentation for any purchases made to complete the work order as well as input details about the work completed and the time spent doing the work.

- This action sends an e-mail to the requestor notifying them that the work is complete. This notification provides employees with a mechanism to report if the maintenance or services completed were not effective.
- The Facilities Supervisors review all “finished” work orders to ensure that they include adequate information about the work completed before closing it out as “complete.” Given the Division’s current size (11.5 full-time equivalents), this review ensures that Facilities Supervisors are adequately monitoring work orders.

Staff Experience and Work Performed are Generally Aligned

In order to adequately perform maintenance activities, Facilities Maintenance staff must have adequate knowledge and resources to perform the required work. Many activities performed by Facilities Maintenance require specialized knowledge or are part of trades that require licenses. Table 1 shows the Division’s workload based on the associated trade. The auditors found the following:

Table 1: Facilities Maintenance Work Orders by Trade (Jan. 2017 – Jul. 2019)

Trade	Repairs	PM	All Work Orders
HVAC	1,045	13,440	14,485
Other Mechanical	113	3,625	3,738
Plumbing	1,515	2,000	3,515
Facilities	2,548	686	3,234
General Maintenance	2,568	0	2,568
Services	538	NA	538
Life Safety	201	237	438
Electrical	366	0	366
All:	8,894	19,988	28,882

- Facilities Maintenance has recruited several Technicians who have obtained trade licenses including three licensed HVAC technicians, one licensed electrician, and one licensed irrigator. These licenses along with non-licensed technicians generally provide adequate experience to perform maintenance activities for most trades; however, the Division does not have a licensed plumber.
 - The City has established a service agreement with a contractor to provide plumbing services (see Table 2), which ensures that there is adequate knowledge to repair plumbing systems. Still, the Division may want to consider recruiting a licensed plumber to provide greater preventive maintenance activities for plumbing systems.
 - That being said, there is currently uncertainty in Texas about whether there will be a plumbing license after 2021 due to a State legislative issue that has yet to be resolved. These legislative issues may complicate this effort.
- The City has contracted with several vendors to provide maintenance and service activities. The services provided by these vendors are summarized in Table 2:

Table 2: Summary of Service Agreement Services

Service	Emergency	Maintenance	Installations	Removal/Repair	New Const.
HVAC	X	X	X	X	
Electric	X		X	X	
Plumbing	X		X	X	
Welding			X	X	X
Doors	X	X		X	
Generator		X	X	X	
Elevators & Lifts		X		X	
Pest		X			

- Based on our review, all services agreements executed between January 2019 and March 2020 were procured appropriately. The management of these contracts was not evaluated.

Facilities P-Card Review and Reconciliation Process is Adequate

Facilities Maintenance Technicians use procurement cards (p-cards) throughout their work to purchase necessary parts, tools, and supplies. Without proper review and approval, p-cards could be used to purchase unnecessary or inappropriate items. The auditors found the following:

- Facilities Management has established an adequate process to review p-card purchases through the work order system.
 - Once a Technician has made a purchase for a work order, they are required to submit the supporting documentation (including an itemized receipt) to the Facilities Supervisor for review.
 - The Facilities Supervisor physically reviews the documentation to ensure it has an associated work order number, an account number, the date of purchase, and the Technician’s initials and then physically signs the supporting documentation.
 - Once the supporting documentation has been physically reviewed by the Facilities Supervisor, it is uploaded in the work order system where it is once again reviewed by the Facilities Supervisor as part of the work order completion process.
- Facilities Management has established an adequate process to reconcile and approve p-card purchases reviewed in the work order system to the City’s p-card approval system – Certify.
 - Once a month, the Facilities Supervisor and the Senior Facilities Analyst reconcile a p-card transaction report distributed by Procurement to purchases submitted by Technicians in Certify.
 - The Facilities Supervisor and the Senior Facilities Analyst together review the supporting documentation to ensure that it is associated with a work order and appears to be appropriate.

- Based on these processes, we reviewed the February 2020 reporting period for Facilities Purchases. Table 3 classifies these purchases as low,⁴ medium,⁵ or high⁶ risk of being inappropriate depending on the adequacy of the retained supporting documentation.

Table 3: P-Card Transaction Sample Results⁷

Risk Level	No. of Transactions	Value
High	1	\$455.00
Medium	2	\$559.00
Low	81	\$20,122.92
All:	84	\$21,136.92

⁴ A purchase was rated as low risk if there was adequate detail to approve the purchase in Certify, or if there was evidence of physical approval.

⁵ A purchase was rated as medium risk if there was inadequate detail and no physical approval, but the purchase was approved in the work order system.

⁶ A purchase was rated as high risk if there was inadequate detail, no physical approval, and the work order had not been approved.

⁷ P-Card transactions were made between December 20th, 2019 and February 4th (i.e. the February Reporting Period).

Opportunities for Improvement

Facilities' Tools Are Vulnerable to Theft or Misuse

Due to the nature of the Facilities Maintenance Division, the City purchases and stores several specialized tools that are used to maintain and repair the City's buildings and associated equipment. Tools of these nature may be vulnerable to theft or misuse if adequate controls are not established. According to the US Government Accountability Office's *Standards for Internal Control in the Federal Government*, critical physical controls over these vulnerable assets (i.e. tools) include:

- i. Maintaining a record of such assets to ensure the function knows what it has;
- ii. Periodically comparing what is on hand to this record; and
- iii. Appropriately dividing duties to ensure that one person does not have more than one of the following: 1) custody of the assets, 2) authority to authorize asset disposals or purchases, and 3) the ability to change the record of assets.

What We Found

- The Division's tools are stored in both in the Facilities Shop and on each Technician's truck. Tools stored in the Facilities Shop can be accessed by all Facilities Management employees, including those who do not perform maintenance activities.
- The Division does not maintain a record of the tools that it owns and stores. Without this record, there is not a way to ensure that all purchased and stored tools are available for use by Facilities Maintenance employees.
 - According to the Facilities Supervisor, when a Facilities Technician separates from the City, a record is made of what tools are on their truck; however, this record is not maintained or used to verify the availability of tools later.
- Facilities Technicians are required to submit a Tool Request Form whenever a tool is purchased for a specific work order. This Form provides a way for the Facilities Supervisor to manually monitor and authorize tool purchases; however, these records are maintained as individual documents. This retention method hinders efforts to look for unusual trends or purchases of tools.
 - During the February Reporting period, there were six purchases of tools on Facilities' p-cards. Of these six tool purchases, none had an associated Tool Request Form. According to the Facilities Supervisor, this was a training oversight and the purchased tools all appeared to be appropriate.

Why It Matters

Without adequate controls, Facilities Maintenance's tools are vulnerable to theft or misuse. Periodically ensuring that all tools are on hand decreases the likelihood that these assets are stolen. Also, maintaining a record of available tools would create a tool reference for Facilities Technicians, which would decrease the chance that multiples of the same tool are purchased unnecessarily.

Similarly, the periodic inspection may identify tools that need to be replaced or should receive some maintenance.

Recommendations:

1. Create a record of tools and develop guidelines that address the tracking of purchased and disposed tools above the designated value. These types of records typically include information such as the date of purchase, cost of the tool, description of the tool (including model or serial numbers), and location that the tool is stored. The tool record should be maintained by an employee who does not have access to tools or the authority for disposals or purchases.

Facilities Management Comments: Management agrees and will be implementing an existing TMA Materials Management Module for tool tracking. This module includes inventory, track, and maintain records on expensive or critical tools, check-out and check-in tools to specific workers and tasks, schedule PM's to check calibration, and maintain history of repairs on tools. While the audit was specific to tools, Management also recommends implementing parts and inventory tracking with the same TMA Materials Management Module.

2. Design a methodology to periodically verify that all recorded tool assets are on hand. Best practices suggest that all assets should be verified annually and that verification procedures should be performed without notice.

Facilities Management Comments: As indicated in Management Response #1, the TMA Materials Management Module will be implemented immediately to adequately track department tool inventory. While the audit was specific to tools, Management also recommends implementing parts and inventory tracking with the same TMA Materials Management Module. Management will utilize TMA reporting features to conduct periodic tool and inventory checks.

Security Access Management Procedures Should be Formalized

The City uses identification badges to grant employees access to general government buildings and facilities. This access program is administrated by Facilities Management's administrative staff.

What We Found

- Facilities Management has established appropriate procedures over adding and removing users from the facilities access system and providing access reports; however, these procedures are not formalized in a policy or standard operating procedure.
 - Facilities Management does not grant new employees card access to facilities until they have received documentation from Human Resources verifying that the employee has completed the onboarding process.
 - Facilities Management does not delete employees from the access system until they receive documentation from Human Resources verifying that the employee has been terminated.
 - Facilities Management requires department director approval to provide access reports. Reports are only run on request.

- City policy requires that requests for changes to an employee's access level be in writing via e-mail from the department in charge of the area subject to additional access and that the employee's department director be copied.
 - Out of a sample of fifteen access changes, eleven did not have any indication that the department director was copied on the e-mail.
 - There is no additional formalized guidance on what authority level an employee must have to approve an access request change. Based on discussions with Facilities Management staff, the employee's supervisor should approve the access request change; however, we found that at least six of fifteen sampled access changes were not approved by the employee's supervisor.
- Access change requests are e-mailed to the Facilities Management employee who is currently in charge of the security access program. This e-mailed documentation is retained in that employee's inbox, which could result in supporting documentation being lost or difficult to access.
 - Out of a sample of fifteen access changes, staff could not provide any supporting documentation for two.

Why It Matters

Formalized procedures help organizations retain institutional knowledge, navigate emergencies, and facilitate consistency. While Facilities Management has established appropriate controls over facility access changes, we found evidence that changes have been authorized inconsistently. This could lead to employees being inappropriately granted access to City facilities.

Similarly, standardizing change request documentation would simplify retention, decreasing the chance that documented approvals are difficult to find or lost. Standardization of the request documentation may also better illustrate what approvals or information is necessary to request an access change by including instructions. Finally, standardization may allow the Department to develop a monitoring program as custom access information may be more easily available to review.

Recommendations:

3. Formalize facility security access procedures. Procedures should include information regarding what authority is required to make changes to security access levels including adding and removing users, changing or customizing access levels, and requesting access reports.

***Facilities Management Comments:** Management agrees and is currently transitioning the security access request process to the TMA Work Order system. This system will centralize and ensure tracking and document retention for each request. While the Audit was specific for access cards, Management also recommends evaluating a centralized city-wide key management program for all city facilities. The currently used TMA software has a Key Management Module that can be added to ultimately facilitate this program if warranted. Management would anticipate a city-wide evaluation of implementing a key management program would be conducted in FY20-21.*

4. Standardize security access change request documentation. Standardization can be achieved in several ways but should ensure that all documentation can be easily found and maintained.

Standardizing documentation should also allow for the development of a document retention policy.

***Facilities Management Comments:** As indicated in Management Response #3, the TMA Work Order System will be implemented for security access change requests. The standardized process will include a completed Security Request Form as part of the Work Order request submittal. This form will include the necessary change details and Director’s approvals to make the requested access changes. The form will be attached to the Work Order, creating a tracking and document retention solution. Once changes are completed, the Work Order will be closed, and the requesting party notified that security changes have been completed.*

New Work Order System Capabilities Should be Further Explored

As previously discussed, the City’s facilities work order system allows for effective management of on-demand services and maintenance activities. This being said, we identified some areas where system capabilities should be further explored to enhance the Division’s reporting and monitoring activities.

What We Found

- Facilities Management recently switched their work order system from MicroMain to TMA. The TMA system has allowed the Maintenance Division to better record and report on work order costs including time, materials, and services – heightening the Division’s understanding of their workload and expenses. This is illustrated in Table 4.

Table 4: Work Order System Metric Compare

	MicroMain (Jan. 2017 – Jul. 2019)	TMA (Jun. 2019 – Feb. 2020)
Avg. Work Orders per Month	1,316	1,090
Avg. WO Hours per Month	1,038	4,383
Avg. WO Cost per Month	Not Tracked	\$285,629

- Based on our review of work orders, it is sometimes difficult to tell if Facilities Technicians are completing their repair work on time. This is due, in part, to the way work orders are “finished” by Technicians in the work order system. For example, we found evidence that Technicians were occasionally waiting to close their work orders until they had received and paid invoices from contractors used to complete the work.
 - We found that about 21% of work orders appeared to be completed late based on when they were “finished” in the work order system; however, they were actually initiated on time.
 - Based on this review, about 8% of work orders were initiated after they were due; all other work orders appeared to have been begun on time.
- Facilities Maintenance relies on supervisor knowledge of maintenance work to identify and address repeat repair issues. This informal system appears to have adequately identified these issues between January 2017 through July 2019; however, a more formalized, systematic monitoring system should be investigated as the City continues to grow.

Why It Matters

Facilities Management has developed an effective system for ensuring all work orders are completed; however, some current practices hinder the Division's ability to monitor the timeliness of work orders. This is because the work order's "finish" date accounts for administrative and wait time that is not related to when the repair was done. Delaying the "finish" date also results in a lag between when the repair is actually done and the requester receiving notification that the repair is done.

That being said, work orders do not need to be reviewed by the Facilities Supervisors until all costs have been appropriately allocated. The City's new TMA work order system may be able to be adjusted to accommodate both of these operational needs and facilitate reporting on timeliness.

Finally, identifying pieces of equipment with frequent repairs and addressing those issues is a critical function of a facilities maintenance program. While an informal monitoring system for these issues is adequate for smaller facilities systems (like Denton), more formalized monitoring may be necessary as the facilities system expands.

Recommendations:

5. Investigate ways to more accurately report on the timeliness of work order completion in TMA.

Facilities Management Comments: Management agrees and will be updating the reporting system to appropriately reflect when the technician completes the repairs and not when the work order is closeout after receipt of invoices.

6. Explore the reporting capabilities of TMA to improve the Division's ability to identify equipment with repeat repair issues.

Facilities Management Comments: Management agrees and will be training staff to utilizing the enhanced reporting capabilities within TMA. The TMA system is being setup to include monthly asset reports that will be reviewed during staff meeting to identify any equipment or assets that have numerous work orders.

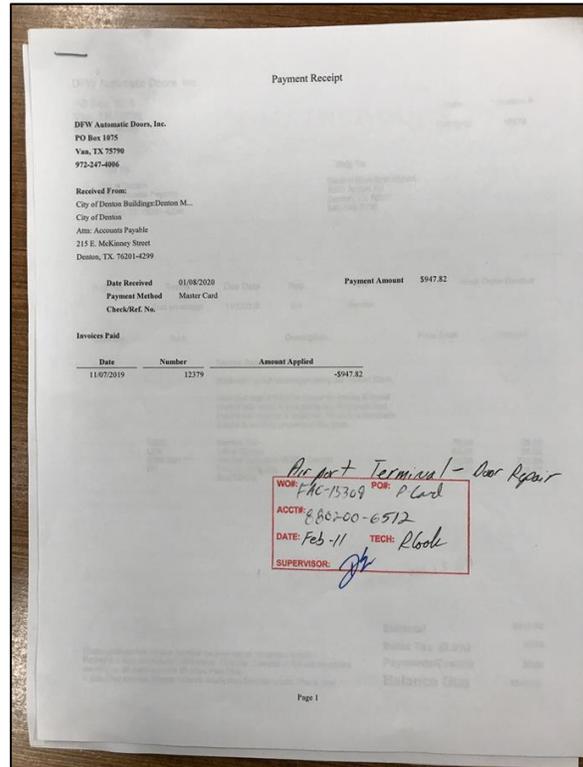
P-Card Supporting Documentation is not Always Appropriately Retained

P-cards allow City employees to easily make small purchases necessary for City business. The City has recently implemented a new p-card reconciliation system called Certify, which allows employees to upload documentation and information about their p-card transactions.

What We Found

- As previously discussed, Facilities Management has developed a process that adequately reviews and reconciles p-card transactions. Once these transactions have been approved, supporting documentation is stored digitally in Certify and is not physically retained.
 - Of the 84 purchases reviewed, six (\$3,158.82) appeared to have “hidden” transaction detail. Picture 1 illustrates this issue whereby you can see the purchase was appropriately approved and more detail is available behind the first page of the supporting documentation, but it cannot be seen in Certify.

Picture 1: "Hidden" Detail Example



Why It Matters

Since supporting documentation for p-card purchases is only retained digitally, all necessary purchase detail must be viewable in Certify. Without these details being available it is difficult to ensure that all purchases made were appropriate, especially after time has passed.

Recommendations:

7. Ensure that p-card supporting documentation stored in Certify includes adequate detail. To be considered detailed, supporting documentation should include an itemized list of what goods or services were provided, the prices of those commodities, the vendor who provided the commodities, and the date of purchase.

Facilities Management Comments: Management believes that supporting documentation was included in the paperwork, however, attached PDFs may not have been in multiple page format in Certify resulting in the appearance of non-compliance. Management has implemented new procedures that requires staff to ensure a line-item detailed invoice is uploaded, as well as instructing staff how to submit multiple page PDFs to further enhance documentation.

Appendix A: Management Response Summary

The following summarizes the recommendations issued throughout this report. The auditors found that staff and the Department were receptive and willing to make improvements to controls where needed. Management has provided their response to each recommendation.

1	<i>Create a record of tools and develop guidelines that address the tracking or purchased and disposed tools above the designated value.</i>	Concur	Expected Completion: FY19-20
<p>Comments: Management agrees and will be implementing an existing TMA Materials Management Module for tool tracking. This module includes inventory, track, and maintain records on expensive or critical tools, check-out and check-in tools to specific workers and tasks, schedule PM's to check calibration, and maintain history of repairs on tools. While the audit was specific to tools, Management also recommends implementing parts and inventory tracking with the same TMA Materials Management Module.</p>			Responsibility: Facilities Management
2	<i>Design a methodology to periodically verify that all recorded tool assets are on hand.</i>	Concur	Expected Completion: FY19-20
<p>Comments: As indicated in Management Response #1, the TMA Materials Management Module will be implemented immediately to adequately track department tool inventory. While the audit was specific to tools, Management also recommends implementing parts and inventory tracking with the same TMA Materials Management Module. Management will utilize TMA reporting features to conduct periodic tool and inventory checks.</p>			Responsibility: Facilities Management
3	<i>Formalize facility security access procedures.</i>	Concur	Expected Completion: FY19-20
<p>Comments: Management agrees and is currently transitioning the security access request process to the TMA Work Order system. This system will centralize and ensure tracking and document retention for each request. While the Audit was specific for access cards, Management also recommends evaluating a centralized city-wide key management program for all city facilities. The currently used TMA software has a Key Management Module that can be added to ultimately facilitate this program if warranted. Management would anticipate a city-wide evaluation of implementing a key management program would be conducted in FY20-21.</p>			Responsibility: Facilities Management
4	<i>Standardize security access change request documentation.</i>	Concur	Expected Completion: FY19-20
<p>Comments: As indicated in Management Response #3, the TMA Work Order System will be implemented for security access change requests. The standardized process will include a completed Security Request Form as part of the Work Order request submittal. This form will include the necessary change details and Director's approvals to make the requested access changes. The form will be attached to the Work Order, creating a tracking and document retention solution. Once changes are completed, the Work Order will be closed, and the requesting party notified that security changes have been completed.</p>			Responsibility: Facilities Management

5	<i>Investigate ways to more accurately report on the timeliness of work order completion in TMA.</i>	Concur	Expected Completion: FY19-20
Comments: Management agrees and will be updating the reporting system to appropriately reflect when the technician completes the repairs and not when the work order is closeout after receipt of invoices.			Responsibility: Facilities Management
6	<i>Explore the reporting capabilities of TMA to improve the Division's ability to identify equipment with repeat repair issues.</i>	Concur	Expected Completion: FY19-20
Comments: Management agrees and will be training staff to utilizing the enhanced reporting capabilities within TMA. The TMA system is being setup to include monthly asset reports that will be reviewed during staff meeting to identify any equipment or assets that have numerous work orders.			Responsibility: Facilities Management
7	<i>Ensure that p-card supporting documentation stored in Certify includes adequate detail.</i>	Concur	Expected Completion: FY19-20
Comments: Management believes that supporting documentation was included in the paperwork, however, attached PDFs may not have been in multiple page format in Certify resulting in the appearance of non-compliance. Management has implemented new procedures that requires staff to ensure a line-item detailed invoice is uploaded, as well as instructing staff how to submit multiple page PDFs to further enhance documentation.			Responsibility: Facilities Management