

Agency Name	Administrative Services
Audit Name	Back Office Consolidation – Performance Audit
Audit Period	April 2016
Status Report Date	May 2019 - FINAL

Observation Number and Title	Status
COST SAVINGS AND STATUTORY COMPLIANCE	Fully Resolved. Accounts Payable Shared Service Center was dissolved June 2017.
Observation No. 1: DAS Should Complete Consolidation	
EFFICIENCY AND ECONOMY	
Observation No. 2: Establish A Governance Structure	
Observation No. 3: Improve Or Redesign Accounts Payable Process	
Observation No. 4: Document Internal Policies And Procedures	
Observation No. 5: Update And Standardize Manual Of Procedures Requirements...	
Observation No. 6: Utilize Vendor Discounts.....	
Observation No. 7: Establish Service Level Agreements	
Observation No. 8: Evaluate Billing Methods	
Observation No. 9: Establish A Performance Measurement System	
Observation No. 10: Develop And Utilize Customer Service Surveys.....	
Observation No. 11: Improve Human Resource Management	
Observation No. 12: Reclassify Under-Utilized Position.....	