

COUNTY OF ALAMEDA
CONTROL SELF-ASSESSMENT
WORK PROGRAM FOR DEPARTMENTS

Name: _____

Department: _____

PURPOSE

This Control Self-Assessment (CSA) work program offers suggested procedures for a County department to follow when assessing internal controls. "Department" as used here also means "agency".

A CSA is an evaluation tool used to determine how effectively the department is managing their risks towards achieving their stated objectives and executing the controls designed to mitigate those risks.

THE FOUR STEPS

A control self-assessment project consists of four steps:

- I. Determine scope and approach
- II. Evaluate controls
- III. Develop an improvement plan
- IV. Report to the Auditor-Controller

When your CSA project is complete, scan this completed document, including attachments, and email to the Alameda County Auditor-Controller Internal Audit Unit.

PROCEDURES

I. STEP 1: DETERMINE SCOPE AND APPROACH

A. Review this document and follow the steps to complete your CSA. Consult with County Internal Audit staff to discuss the purpose, scope and approach of the project. Internal Audit staff are available to provide guidance throughout the process as needed.

B. Determine the scope of the project. The CSA can be conducted for the whole department or for specific business units/activities in the department. The selected process should be high-risk, or offer the most benefit from the CSA.

Areas to consider reviewing for your CSA include but are not limited to:

- | | |
|--------------------------------|-------------------------------------|
| • Cash collection | • Payroll/Timekeeping |
| • Financial reporting | • Procurement |
| • Gift cards, transit tickets | • Purchasing Cards |
| • Grant/Aid-programs & funding | • Safeguarding confidential records |
| • Human Resources | • Training |
| • Info Systems/Technology | • Travel/Personal Reimbursement |

C. Determine the approach to the project:

Select one of two approaches:

- Use the Internal Control Questionnaires (Appendix B) spreadsheet to assess the general controls of the department or a business unit in the department. Questionnaires for following topics are provided in Appendix B:
 - General Internal Controls
 - Finance - Cash
 - Finance - Revenue and Accounts Receivable
 - Finance - Expenditures and Accounts Payable
 - Personal Expense Reports
 - County Properties & Fixed Assets
 - Payroll
 - Legal and Program Requirements
 - Information Systems

OR

- Assess the controls of a specific departmental business activity with guidance from Internal Audit staff. This approach should be used if the department already has a high-risk activity/process in mind (to review).

Once you have determined the scope of your project, provide a brief description here:

D. Identify the resources for the project.

1. Designate a project coordinator to take overall responsibility for the project.

Name and Title of Project Coordinator:

Email and Phone # of Project Coordinator:

II. STEP 2: EVALUATE CONTROLS

A. Meet with appropriate personnel in the department to initiate the review. Request Internal Audit staff to participate in kick-off meeting as necessary.

B. When the Internal Control Questionnaire approach is used:

1. Interview knowledgeable and reliable personnel,
2. Observe procedures,
3. Review documentation, and
4. Complete questionnaire.

- C. When assessing the controls of a specific departmental business activity:
 - 1. Consult with Internal Audit staff,
 - 2. Interview knowledgeable and reliable personnel,
 - 3. Understand objectives of business activities,
 - 4. Consider risks and their impacts to achievement of objectives, and
 - 5. Determine whether controls are adequate, effective and efficient.

You may wish to use a Control Evaluation Worksheet, which can be provided by Internal Audit staff.
- D. Review completed Questionnaire and/or other documented information for validity and congruency. Seek assistance from Internal Audit staff as necessary.
- E. Meet with other managers to discuss suggestions for improvement.

III. STEP 3: DEVELOP AN IMPROVEMENT PLAN

- A. Develop an improvement plan based on staff's suggestions, including:
 - 1. Specific actions to be taken,
 - 2. Expected completion dates, and
 - 3. Personnel responsible for taking actions.
- B. Submit the plan to the department head for approval.
- C. Implement the plan upon approval of department head.

IV. STEP 4: REPORT TO AUDITOR-CONTROLLER

- A. Summarize the results of the control assessment project in a report to the Auditor-Controller. A memo can be written and addressed to the Auditor-Controller or a summary can be provided using this "Work Program for Departments". Include:
 - 1. Scope and approach of the project,
 - 2. Summary of findings and a copy of the completed internal control questionnaire and/or other relevant documents, and
 - 3. Improvement plan, including target deadline for project milestones.

Provide your summary here:

- B. Maintain supporting documentation for the report in departmental files.