

23-02 Civil Service Audit

February 28, 2024



C I T Y O F
RENO

Internal Audit Function @ City

- To provide the City of Reno with an independent appraisal function designed to assist the Reno City Council, constituents, and City management in establishing accountability, transparency, and a culture of continuous improvement in City operations.
- At its core, Internal Audit helps the organization achieve its objectives.



Independent ✓

Objective ✓

Reno.Gov | @CityofReno

Purpose of the Audit

A performance audit assesses how well resources are utilized to achieve intended objectives.



- 1. Effectiveness**
- 2. Efficiency**
- 3. Culture**
- 4. Compliance**
- 5. Risk**
- 6. Transparency**
- 7. Accountability**
- 8. Public Trust**
- 9. Continuous Improvement**
- 10. Informed Decision-Making**

Audit Findings - Overview

Finding Categories

- Program Administration and Duties
- Security
- Expenses
- Training

Audit Findings – Program Administration & Duties

1. Confusion around administration of recruiting/hiring tasks
 - Civil Service duties vs HR duties vs Hiring Department duties

2. Confusion on Due Diligence
 - Who checks what on the application

Audit Findings – Security

3. Security of Personal Identifying Information (PII)

- No processes/training regarding use/distribution of paper application materials which may contain PII
- No processes/training regarding the use/distribution of electronic application materials which may contain PII

Audit Findings – Expenses

4. Proper Supporting Documentation

- Purchase of food and/or beverages needs additional documentation

Audit Findings – Training

5. Provide systematic, iterative program to train Hiring Managers
 - Specific training on recruitment best practices has not been provided to all Hiring Managers
6. Provide systematic, iterative program to train Civil Service Staff
 - Specific training on recruitment best practices has not been provided to all Civil Service staff in a uniform manner
7. Provide training on PII handling
 - Specific training on handling of application materials with potentially sensitive information has not been provided to Hiring Managers

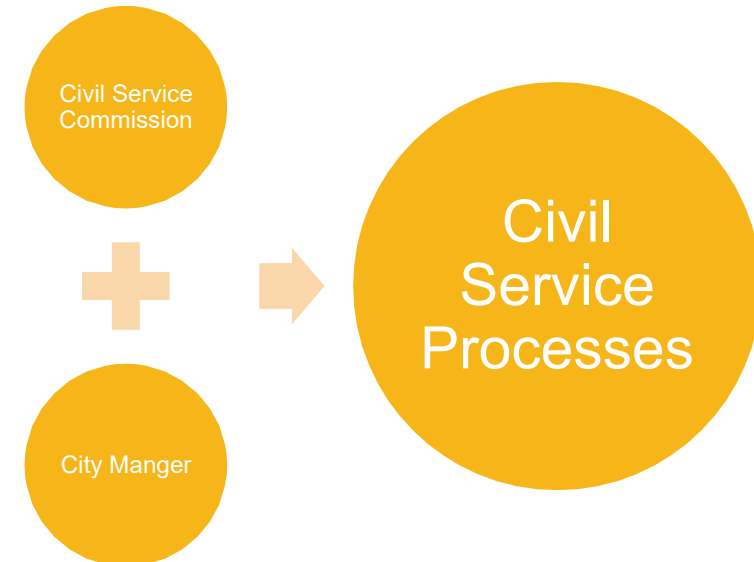
Audit Recommendations

Per the City of Reno Charter, Civil Service Functions are divided between the Civil Service Commission and the City Manager.

Because of this division in responsibilities – Management actions will need to come from Civil Service through the Chief Examiner and the City Manager's Office through the City Manager

Audit Recommendations

1. Provide clarification
2. Provide documentation
3. Provide training



Management Responses

What measures are planned to address this finding?

When will the measures be taken?

- Responses from the Chief Examiner and the City Manager's Office are included in the Report
- These responses adequately address the findings following the Audit Recommendations
- Internal Audit will follow up with both departments in 6 months to review progress on management responses

Audit Acknowledgement

Internal Audit would like to acknowledge the work and progress Civil Service has made under Chief Examiner Ackermann:

1. Full Staffing
2. Quarterly Informational Meetings/Sessions
3. Updated website resources