

23-02 Civil Service Audit - 2nd Follow-up

Status of Corrective Action Plans
As of January 2025
Original Report Issuance - February 2024
2nd Follow-up results: Findings # 1, 5, & 7 will require follow-up in six months



Civil Service

Finding	Recommendations	Management Action Plan
<p>1 Clarify Program Administration</p> <p>An impetus for this audit was a sense of confusion from hiring managers as to who administers the various functions and processes relating to position description development, position minimum qualifications, position classifications, position recruitment, hiring, promotions or reclassifications, and employee discipline.</p> <p>Confusion in the hiring process may reduce confidence in the hiring and promoting process and potential delays in recruitments.</p>	<p>We recommend the City Manager clarify the responsibilities of the Civil Service Commission and also clarify the duties the City Manager has delegated to other managers as permitted in the City Charter. In addition, we recommend the City Manager and Civil Service Commission assess if there are potential changes to the Charter which would clarify the role of the Civil Service.</p>	<p>The City of Reno Charter very clearly defines the areas in which the Commission has authority over and is responsible for in Article IX – Civil Service. The City Manager does not have authority to clarify and/or delegate the responsibilities of the Commission or the Chief Examiner. The Commission, Chief Examiner and attorney will as needed provide clarification. The Commission and attorney will provide direction to the Chief Examiner and staff in this matter.</p> <p>An educational presentation and training will be developed to present to the City Manager, Department Directors and hiring managers regarding the authority and responsibilities of the Commission.</p> <p>Educational presentation will be developed by March 31, 2024 and will be presented at our regularly scheduled 2nd quarterly hiring team meetings. Quarterly meetings are with all departments and include Directors, hiring managers, and NeoGov liaisons. These meetings will be completed by June 30, 2024.</p>
<p>June 2024: (CS) During the first quarter hiring team meetings training was provided on the different roles of Civil Service and Human Resources in regards to city hiring. A info-graphic was provided that will be uploaded for reference on our BLI page in July. NeoGov training was provided to all HR liaisons to educate them in their role in the hiring process. Civil Service partnered with Human Resources to present Interviewing & Hiring - Legal & Effective as part of the Leadership Track Learning Series in February/March. This training highlighted the roles of hiring managers and the Civil Service requirements they need to follow during the hiring process. Unable to gain access to Moodle (the City's Learning System) to produce ongoing training at this time.</p>		<p><u>Internal Audit Comment:</u> While the recommendation implementation for Civil Service has been completed, Internal Audit will follow-up on a the status of the comprehensive and iterative formal training program in coordination with HR.</p>
<p>Jan 2025: <u>Civil Service Response:</u> Civil Service is coordinating with HR to develop a training program for supervisors.</p>		<p>IA Comment: Internal Audit has reviewed the preliminary training proposed by HR. Internal Audit will follow-up in six months to review the implementation of the training.</p>
<p>June 2024: (CMO) This is in progress. Section 9.180 is contained within the Reno City Charter, not the Reno Municipal Code. Changes to the Reno City Charter require an act of the Nevada State legislature, and thus necessities a more long-term timeline to facilitate a revision to that language. As an intermediary remedy responsive to this audit finding, City Policy 406 - Employee Hiring Process was significantly revised to provide hiring managers with clarification as to the steps in the hiring process. These revisions were adopted effective 05/13/2024. The Classification and Compensation Guidelines Manual is still in development as the results of the classification and compensation study have not been holistically implemented.</p>		<p><u>Internal Audit Comment:</u> Internal Audit will follow-up with the City Manager's Office on the progress for the Classification and Compensation Guidelines Manual as well as any updates to the Reno City Charter for the upcoming 2025 Legislative Session.</p>
<p>Jan 2025: <u>City Manager's Office Reponse:</u> Classification and compensation manual - the manual was intended to be developed to provide clear guidelines on the administration of the City's Classification and Compensation Plan. This project is still on-going with a 7/2025 due date. The city is not recommending any charter change during the 83rd legislative session that would impact the Civil Service.</p>		<p>IA Comment: This item is scheduled for July 2025. Internal Audit will follow-up in six months.</p>

5	<p>Provide Hiring Manager Training Periodically</p> <p>A systematic, iterative program to train departmental hiring managers on the Civil Service processes and rules has not been formalized.</p> <p>Without required appropriate and periodic training, compliance with Civil Service processes, Civil Service rules, and citywide policies may be compromised.</p>	<p>We recommend a systematic, iterative training program be developed by Civil Service and implemented to ensure hiring managers receive formal training on which portions of the recruitment process are covered under the Civil Service processes and rules. In addition, we recommend hiring managers be required to participate in the formal training provided by Civil Service.</p>	<p>Civil Service staff is currently providing routine training to Directors, hiring managers and other staff that utilize the NeoGov applicant tracking system. NeoGov support training is provided to all authorized NeoGov users and is administered whenever a new user is identified.</p> <p>Quarterly training on various Civil Service processes and rules are covered during the regularly scheduled hiring team meetings with departments. Civil Service staff will continue to provide these in-depth trainings on specific rules and process that include the portions of the recruitment process covered by Civil Service. Director and hiring manager attendance at regularly scheduled meetings/trainings is sporadic and interferes with our ability to provide valuable information to them.</p> <p>This is a continuing effort that will culminate in a formal training program that can be provided to new directors and hiring managers as they are being onboarded.</p> <p>Training will be provided at the quarterly training meetings beginning in 2024.</p>
June 2024:	<p>During the first and second quarterly hiring team meetings, Civil Service continued to provide information and training on requisition and recruitment process. These along with Civil Service Rules are a part of all quarterly meetings. The quarterly meetings with the City's hiring teams allows us to provide regular and consistent information surrounding the Civil Service processes and rules. We have reached out to Human Resources multiple times to gain access to the City's Learning System, Moodle to put together a comprehensive formal training that can be accessed by all current and new hiring managers but have not been granted access at yet. Without access to a platform like Moodle, we do not have the resources to facilitate this type of training on an individual basis.</p> <p><u>Internal Audit Comment:</u> While the recommendation implementation for Civil Service has been completed, Internal Audit will follow-up on a the status of the comprehensive and iterative formal training program in coordination with HR.</p>		
Jan 2025:	<p><u>Civil Service Response:</u> Civil Service is coordinating with HR to develop a training program for supervisors.</p> <p>IA Comment: Internal Audit has reviewed the preliminary training proposed by HR. Internal Audit will follow-up in six months to review the implementation of the training.</p>		

7 Provide Training on Personal Identifying Information Security

<p>Standardized training on the treatment of PII is not provided to employees with access to it. Without appropriate training, the physical security and cybersecurity of individuals' PII may be compromised.</p>	<p>We recommend formal training be provided to all hiring managers and Civil Service staff as it relates to physical security and cybersecurity for the collection, distribution, and retention of Personal Identifying Information to meet industry best practices.</p>	<p>Civil Service Staff will work with Human Resources to identify all employees who have access to applicant information as collected by Civil Service during the application process.</p> <p>Civil Service will collaborate with Human Resources and IT to train employees regarding the safekeeping and protection of employee information captured and distributed through the application and hiring process.</p> <p>Training in coordination with IT per City Policy 103 will be provided by June 30, 2024.</p>
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June 2024:

During the second quarter hiring team meetings training was provided on handling candidate's personal information contained on applications. Best practice recommendations were shared with the City's hiring teams that included maintaining candidate applications in their secure repository (NeoGov). To facilitate this, Civil Service has provided access and training to more of the City's hiring team so that they can all access this information in NeoGov instead of printing out copies. Recommendations were also made to hiring team members regarding printed materials that include maintaining strict security of documents in locke and/or other protective measures and to shred physical copies and delete any electronic copies that exist outside of NeoGov at the end of the hiring process. We also worked with IT to add single-sign on access to NeoGov but that option was deemed too expensive at this time to implement. Since Civil Service cannot make City policy, we were only able to train on best practices.

Internal Audit Comment: While the recommendation implementation for Civil Service has been completed, Internal Audit will follow-up on a the status of the comprehensive and iterative formal training program in coordination with HR.

Jan 2024:

Civil Service Response:
Civil Service is coordinating with HR to develop a training program for supervisors.

IA Comment: Internal Audit has reviewed the preliminary training proposed by HR. Internal Audit will follow-up in six months to review the implementation of the training.