

Building Maintenance, Audit 05-18
Risk Analysis Work Sheet
September 2, 2005

<u>Risk</u>	<u>Control</u>	<u>Control In Place</u>	<u>Risk Assessment</u>
Failure to respond to maintenance requests according to the priority of the task.	Management reviews work order processing/requests on a daily basis. User/requestor complaints if not accomplished timely.	Yes; however given the high volume of workorder requests, the risk of inappropriate prioritization exists.	Medium
The work order process is inefficient and "bottlenecks" are created as a result.	The work order process is clearly defined and adhered to. Processing is monitored by management. The department generating the workorder monitors for accuracy, timeliness and completion.	Somewhat. Possible that technological improvements are not being utilized to its fullest extent (TMail). Also possible that the most efficient process for work orders is not being utilized.	Medium.

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<p>The department provides building service cost information to Revenue and Finance at fiscal year end for the purpose of cost allocation. The information is generated from TMA, a software program used by the department to generate workorders and account for the cost of services provided to other departments. Inaccurate and/or out of date information would result in flawed cost allocation.</p>	<p>Management monitors the accuracy of cost information used to generate workorder service cost.</p>	<p>No. Our preliminary survey found labor cost information not current.</p>	<p>High</p>
<p>Accuracy of internal studies that prompt staffing pattern changes may not be accurate nor reflective of actual circumstances.</p>	<p>A comprehensive review of the basis for material changes in staffing patterns should be performed by another person/section/department with expertise in that area.</p>	<p>Partially. According to management, plan was presented to superior. However, it appears detail financial analysis was not performed.</p>	<p>Medium.</p>

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Preventive maintenance is not performed on a regular basis nor is essential equipment included in the PM process.	The TMA system initiates PM workorders on a periodic basis. Management ensures PM program is up to date and essential equipment has been adequately accounted for.	Partially, particularly in climate control. Management asserts all essential equipment is accounted for in the TMA system.	High