



**Hillsborough
County Florida**

County Internal Auditor

Peggy Caskey

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MANAGEMENT LETTER

DATE: August 28, 2019

TO: Dexter Barge, Assistant County Administrator
Christine Beck, County Attorney
Mary Helen Farris, Deputy County Attorney
Greg Horwedel, Deputy County Administrator

FROM: Peggy Caskey, County Internal Auditor

SUBJECT: Close out management's corrective action plan, Audit Report IA-18-03, Public Records Request Business Process, Issued August 15, 2018

In conformance with the Institute of Internal Auditors Standard 2500, the County Internal Auditor monitors the disposition of audit results communicated to the Board of County Commissioners. The follow-up process is designed to monitor and ensure that management action plans have been effectively implemented or that senior management has accepted the risk of not taking action. The follow-up process is a continuation of the audit life cycle and begins when the original audit report is issued. Managers have fundamental responsibilities for carrying out government functions. Management of the audited area is responsible for addressing the County Internal Auditor's reported concerns.

In 2018, the County Internal Auditor's Office performed an audit of the Public Records Request Business Process. The Audit Report included three findings. The County Internal Auditor provided recommendations to mature operations relating to the efficiency and effectiveness of the process. Since that time, management has taken reasonable measures to achieve a higher level of maturity.

Specifically, Administrative Directive #CO-02 was updated detailing proper procedures for responding to public record requests, requesting legal reviews, redacting requirements, and acknowledging and completing timelines. In addition, training sessions were conducted with directors and dedicated public record request employees.

It appears that management's correction actions achieved the desired results. As such, the County Internal Auditor has discontinued monitoring activities.

Sincerely,

Peggy Caskey, CIA, CISA, CFE
County Internal Auditor