

DEPARTMENT NAME	Office of Internal Audit
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DEPARTMENT MISSION	The Metropolitan Office of Internal Audit is an independent appraisal agency established to ensure and enhance the integrity, equality, accountability, effectiveness, and efficiency of service activities, and to pursue an atmosphere of honesty and mutual trust within the Metropolitan Government of Nashville and Davidson County.
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PROGRAM

Line of Business Purpose Statement The purpose of the Business Integrity and Accountability line of business is to provide performance audit, financial control and compliance, monitoring and special project reports products to policymakers, and Metro departments and agencies so they can make timely, informed decisions to improve operations, controls and processes and be assured that Metro programs are compliant with applicable regulations.

Program Name Advisory Services

Program Purpose Statement The purpose of the Advisory Services program is to provide operational evaluation and advisory products to Metro departments and agencies so they can improve their processes.

Family of Measures: Result Measure(s) Percentage of departments reporting value added as a result of advice provided (**Key Result**)

Family of Measures: Output Measure(s) Number of advisory projects completed

Family of Measures: Demand Measure(s) Number of advisory project request
Number of investigations delegated by State of Tennessee Comptroller
Number of special project reports
Number of employees required to provide an annual financial disclosure

Please list measures, if any, for this program that might be determined via a public survey.

none

Products Advisory Observations
Investigation Reports
Special Project Reports
Audit Committee Agendas/Minutes
Metro Employee Financial Disclosures

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Program Name	SilentWhistle/SilentSuggestion
Program Purpose Statement	The purpose of the SilentWhistle/SilentSuggestion program is to provide anonymous communication reporting products to Metro employees, vendors and citizens so instances of fraud, waste and abuse are deterred. Additionally, suggestions for improvement are referred to policymakers, and Metro departments and agencies.
Family of Measures: Result Measure(s)	Number of SilentWhistle alerts substantiated or internal control improvements identified (Key Result)
Family of Measures: Output Measure(s)	Number of SilentWhistle alerts referred to departments and agencies for investigation (Key Output) Number of SilentSuggestion alerts referred to departments and agencies Number of Local Government Instances of Fraud, Waste and Abuse Reports completed
Family of Measures: Demand Measure(s)	Months SilentWhistle/Silent Suggestion is available for anonymous communication
Please list measures, if any, for this program that might be determined via a public survey.	none
Products	SilentWhistle Alerts SilentSuggestion Alerts Audit Committee Summary Reports Local Government Instances of Fraud, Waste and Abuse Reports

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Program Name Audit Assurance Services

Program Purpose Statement The purpose of the Audit Assurance Services program is to provide audit assurance and implementation monitoring products to policymakers, and Metro departments and agencies so they can measurably improve their efficiency, operational results, internal controls and effectiveness of operations.

Family of Measures: Result Measure(s) Percentage of audit recommendations implemented/resolved within time frames agreed with departments (**Key Result**)

Family of Measures: Output Measure(s) Number of audit reports completed (**Key Output**)
Number of implementation monitoring reports completed
Number of audit committee meetings
Percentage of direct audit time to available time

Family of Measures: Demand Measure(s) Number of departments, boards and agencies included in Metro-wide risk assessment
Number of audit projects approved in Annual Audit Work Plan
Number of implementation monitoring reports expected to be required
Number of audit committee meetings

Please list measures, if any, for this program that might be determined via a public survey.
none

Products

Audit Reports
Implementation Monitoring Reports
Audit Committee Meetings