

Karl Dean
MAYOR



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

DEPARTMENT OF FINANCE
OFFICE OF FINANCIAL ACCOUNTABILITY
700 2nd Avenue South, STE 201
NASHVILLE, TENNESSEE 37210

March 15, 2011

Mr. Keith Durbin
Information Technology Services
700 2nd Avenue South
Nashville, TN 37210

Dear Mr. Durbin:

The Office of Financial Accountability has completed a review of a selected number of the FY10 Budget Key Measures Results as reported to the Office of Management and Budget for the year ended June 30, 2010. The purpose of the review was to verify the accuracy of your department's reported results.

As stated in the engagement letter, we randomly selected and tested program results that constitute a minimum of 10% of the department's total reported program budgets. We have completed our review of the supporting documentation and test of the computation of the reported result of the selected FY10 key measure. The result of the testing is attached for your review.

We appreciate the assistance provided by your agency during the course of the review. If you have any questions, please call me at 615-880-1035

Sincerely,

Fred Adom, CPA
Director

Encl

CC: Richard M. Riebeling, Director of Finance
Talia Lomax-O'dneal, Deputy Director of Finance
Mary Newton, Information Technology Services
Kevin Brown, Office of Financial Accountability, Department of Finance
Brad Thompson, Office of Financial Accountability, Department of Finance
Essie Robertson, Office of Financial Accountability, Department of Finance
Ken Hartlage, Office of Management and Budget, Department of Finance

ATTACHMENT I

Department:	ITS
Purpose:	To verify the accuracy of the department's performance measures as reported within WEBudget.
Scope:	FY 2010
Methodology:	The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.
Total Reported Budget:	\$8,600,500.00
Line of Business:	Interactive Solutions
Program:	Metro 3 Television Network
Total Tested Budget:	\$444,800.00
Percent Tested:	5.17%
Performance Measure:	% of citizens reporting that they are better informed about local government because of Metro 3
Reported Data:	100%
OFA Calculation:	100%
Was selected reported performance measure verified?	Yes

ATTACHMENT II

Department:	ITS
Purpose:	To verify the accuracy of the department's performance measures as reported within WEBudget.
Scope:	FY 2010
Methodology:	The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.
Total Reported Budget:	\$8,600,500.00
Line of Business:	Interactive Solutions
Program:	Web Based Services
Total Tested Budget:	\$265,100.00
Percent Tested:	3.08%
Performance Measure:	% of Departments where the customer experiences satisfaction with ITS performance and product delivery of Web Based Services design consultations and updates
Reported Data:	100%
OFA Calculation:	100%
Was selected reported performance measure verified?	Yes

ATTACHMENT III

Department:	ITS
Purpose:	To verify the accuracy of the department's performance measures as reported within WEBudget.
Scope:	FY 2010
Methodology:	The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.
Total Reported Budget:	\$8,600,500.00
Line of Business:	Communication and Security
Program:	Enterprise Services
Total Tested Budget:	\$493,300.00
Percent Tested:	5.74%
Performance Measure:	% of time the electronic mailbox services are available
Reported Data:	99.97%
OFA Calculation:	99.97%
Was selected reported performance measure verified?	Yes