

MEMORANDUM OF TRANSMITTAL



To: Claudio Rosado, Police Support Services Manager

From: George J. McGowan, CPA
Director, Office of Audit Services and Management Support

Date: June 10, 2021

Subject: Follow-up Review of OPD Records Process Improvements (Report No. 21-08)

Attached is a summary of the status of recommendations as determined from our follow-up review of the OPD Record Process Improvements Review (Report No. 20-05), issued June 10, 2020.

This review consisted of inquiries of City personnel and examinations of supporting documentation. It is substantially less in scope than an audit. The evidence obtained provided a reasonable basis for our conclusions; however, had an audit been performed, other matters may have come to our attention that would have been reported to you and our conclusions may have needed to be modified.

We are pleased to report that the four recommendations contained in the original report are either implemented or planned for implementation.

We would like to thank the management of the OPD Support Services section for their cooperation during this follow-up review.

GJM

Attachment

C: The Honorable Buddy Dyer, Mayor
Orlando Rolon, Police Chief
Chad Ochiuzzo, Deputy Police Chief
Jody Litchford, Deputy City Attorney
Rosa Akhtarkhavari, Chief Information Officer
Stephanie Herdocia, City Clerk

OPD Records Process Improvements Follow-up Review

#	Recommendations	Concur	Partially Concur	Do Not Concur	Original Management Action Plan	Original Target Date	Implementation Status	
							Current Status	Comments
1	OPD should evaluate different mobile scanning tools and determine if a program can be used to accomplish scanning documents in the field. Additionally, we recommend OPD consider implementing a field system with the capability for electronic report forms.	✓			We will explore mobile options, including field system with Technology Management. Further discussion is forthcoming.	None noted	Planned for Implementation	All plans for changes in this area were adversely affected by the COVID-19 pandemic. We recently re-contacted our team to move forward with appropriate changes to our practices.
2	OPD should explore report automation opportunities through their existing software platforms, as well as other mobile applications available in the marketplace. Converting manual reports to electronic fillable form can help reduce many of the issues that exist in the current process.	✓			We will explore report automation options, including converting manual reports to electronic fillable form with Technology Management. Further discussion is forthcoming.	None noted	Planned for Implementation	All plans for changes in this area were adversely affected by the COVID-19 pandemic. We recently re-contacted our team to move forward with appropriate changes to our practices.
3	OPD should update the Records Unit employees' PDF (i.e. Adobe Acrobat) access to allow editing of the LERMS records attachments, including: <ul style="list-style-type: none"> • Extract pages from original scan and save as new, separate files based on record type • Renaming files • Changing the orientation of pages within a file • Perform redactions digitally 	✓			We will explore updating Records Unit employee's PDF, including editing reports with Technology Management. Further discussion is forthcoming.	None noted	Implemented	
4	City IT, OPD Records, and the City Clerk should collaborate to determine how the pre-1988 data will be treated and accessed. We understand additional groups regularly access AS400 data as well, and recommend OPD communicate the AS400 shut down and the new procedures to obtain pre-1988 data.	✓			We are currently discussing when to fully pull the plug on the AS400 with Technology Management.	12/1/2020	Implemented	