

# STATE OF WYOMING

## STATE AUDITOR'S OFFICE

Agency 003



## STRATEGIC PLAN

FY 2011 – 2012  
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**STATE AUDITOR**

WYOMING STATE AUDITOR'S STRATEGIC PLAN  
FY 2011-2012

**Quality of Life Result**

Wyoming state government is a responsible steward of State assets and by the use of advanced technology ensures fiscal accountability, transparent to the public access of Wyoming residents.

**Agency**

Wyoming State Auditor's Office

**Contribution to Wyoming Quality of Life**

The State Auditor's Office is the State's comptroller, chief accountant, and chief payroll officer. The Office has the responsibility of providing a payroll and financial system capable of meeting the requirements of state agencies as together we are held accountable for the expenditure of public funds. Compliance is measured annually through the Office's production of the Comprehensive Annual Financial Report (CAFR) that is verified by an independent audit firm contracted by the Department of Audit.

**Basic Facts**

The Auditor's Office has 26 authorized fulltime positions and 1 AWEC position. The current 2009-2010 biennium budget is \$17,778,451, all general fund.

The Office's primary responsibilities include:

**M**aintenance and operation of a statewide payroll system, used by all three branches of government, for the efficient processing of payroll checks, payroll deductions, payroll adjustments, and tax reporting and remittance on a monthly basis. This includes permanent employees, at-will employment contract employees, part-time seasonal employees, the state apprenticeship program, and legislator pay. We pay approximately 12,000 personnel annually, translating to approximately 10,000 payroll checks each month.

**M**aintenance and operation of a statewide accounting system, used by all three branches of government, for the efficient accounting, payment, and processing of accounts payables generated by state government, accounting and collection of accounts receivables, reconciliation of all warrants and electronic funds transfer transactions. The system is a full accounting system for tracking appropriations, budgets, revenue, expenditures, and grants.

**T**racking fund balances and cash balances, which reconcile daily to the State Treasurer's account balances. We process over 1,000,000 transactions annually to over 150,000 vendors.

**P**roduction of the Comprehensive Annual Financial Report (CAFR) through the extraction of information from the accounting system, payroll system, and other data collecting systems. Compilation of the data is formatted in accordance with accounting industry standards, audited by an external audit firm and published for citizens and government use and reference.

**T**raining agency fiscal and payroll staff on the use of the financial, payroll, and infoAdvantage reporting system; providing constant Help Desk and one-on-one services for access by agency users. There are approximately 800 agency users on the financial system, and approximately 300 payroll users. Training is continual due to turnover and system upgrades.

There are four divisions in the Auditor's Office, in addition to the administration level which consists of the State Auditor, Deputy State Auditor, Chief Administrative Officer, Executive Assistant and Administrative Assistant.

**CAFR Group** – responsible to prepare the State's Comprehensive Annual Financial Report, load legislative appropriations to agency budgets, and maintain the fixed asset system, which is integral in the State's financial system.

**Technology Division** – responsible for the technical operation of the State's web-based financial, payroll, and reporting system. The system converted in 2007 to a web-based system.

**System Functional and Training Division** – responsible for the functional operation of the State's financial, payroll, and reporting system, and to provide training to state agencies on the use of the system.

**Internal Support Group** – responsible for payroll support for agencies, vendor file maintenance for agencies, purchasing card/travel card program administered by the Auditor's Office for agencies, and various other supportive administrative functions for agencies.

### **Performance Measures**

Performance of the powerful web-based financial system known as WOLFS (Wyoming Online Financial System):

The financial system database has over 1500 tables, 53,000 fields of entry, and over 1,000,000 lines of code. The diversity and complexity of state agency requirements to track and account for all accounting procedures require a powerful system.

WOLFS III, which was implemented in 2007 after 17 months in design and testing, runs twice weekly to produce the thousands of payments to vendors. Runs are performed at night, when users are off the system, which requires a stretching of staff resources to

monitor, balance, and prepare payments to be distributed to agencies the morning after the run. There are over 200 state entities in the three branches of government that depend on the WOLFS III financial and payroll system for their accounting.

There is no option but to meet scheduled runs. The processing of state agency vouchers for payments to the thousands of vendors counting on their money must be 100%. Vendors in the state not only include businesses that deliver goods and services, but individual residents who receive workers' compensation payments, retirement checks, child support payments, Medicaid payments, daycare and foster parent payments, tax rebates to the elderly, crime victim payments, and many more.

In addition, state payroll runs monthly, and the system must accommodate the huge amount of payroll deductions, adjustments, final pays, and calculations relating to retirement, garnishments, and other processes for approximately 10,000 state employees.

The Technology Division of the Auditor's Office has primary responsibility for the accounting and payroll system programming and performance. The staff consists of five technology specialists. They work with CGI, the vendor under contract to the Auditor's Office, whose data center is in Phoenix, AZ. We link through a high speed, secured line for our use only. The servers to run these systems are managed by CGI per specific requirements in a hosting contract with the Auditor's Office, and the applications are managed by our office. CGI maintains the hardware, operating systems, and security software. As of July 2007, all of our systems are encrypted for all data being sent to and received from the online applications.

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Performance related to producing the Comprehensive Annual Financial Report:

The Comprehensive Annual Financial Report is the primary means for reporting the State's financial activities. W.S. 9-1-403(a)(v) requires that the State Auditor provide annual financial statements prepared in conformance with generally accepted accounting principles (GAAP) by December 15 of every year.

The report is required by law, and must be completed on deadline, and must be accurate. There is no room for other than 100% performance in this function of the Auditor's Office.

The Auditor's Office has received numerous achievement awards for excellence in financial reporting given by the Government Finance Officers Association of the United States and Canada. The certificate of achievement is only for one year at a time, therefore, excellence and accuracy in the preparation of the report is an annual goal of the CAFR Group. The Group consists of five financial reporting specialists.

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Three specific, measurable goals were set when the current administration came into office in January of 2007. Those goals are: 1) Enhance training opportunities for agency users to the maximum through classroom training, Help Desk assistance, and one-on-one training 2) Expand use of the VISA purchasing card to improve efficiency of processing payments, and as a cost savings to agencies, thus the State 3) Increase use of Electronic Fund Transfer (EFT) payments to save the large expense of producing checks.

## **#1 – Training Opportunities for Agency Users**

### **Classes and One-On-One Training**

July 1, 2007 through June 30, 2008	123 classes – 694 users
July 1, 2008 through June 30, 2009	79 classes – 411 users

# of classes and users was elevated in FY 2008 due to the conversion from the mainframe to the web-based system.

### **Help Desk Training**

#### **WOLFS&Payroll Help Desk E-mail Responses**

July 1, 2007 through June 30, 2008	17,037
July 1, 2008 through June 30, 2009	15,448

#### **Vendor Help Desk E-mail Responses**

July 1, 2007 through June 30, 2008	1,976
July 1, 2008 through June 30, 2009	1,612

#### **CAFR Group Help Desk E-mail Responses**

July 1, 2007 through June 30, 2008	248
July 1, 2008 through June 30, 2009	1,222

#### **Payroll Adjustment Help Desk E-mail Responses**

July 1, 2007 through June 30, 2008	3,357
July 1, 2008 through June 30, 2009	3,983

Total Help Desk e-mail responses 7/1/07-6/30/08	22,618
Total Help Desk e-mail responses 7/1/08-6/30-09	22,268

These responses do not include the phone call work each of these Help Desks performs on a daily basis.

The complexity and diversity of State agency accounting needs demand a system that meets the varying requirements for fiscal accountability. Therefore, we diversify the types of training opportunities offered. We aggressively contact agencies regarding the initial training of their new personnel, as well as refresher training. Comprehensive instruction manuals are provided for all users, but the personal training time is critical to efficient, accurate use of the system. We continue to improve the technique and knowledge of our trainers, so agencies receive the best of the best in accounting instruction. The System Functional and Training Division has the primary responsibility for training. The staff consists of five specialists in the area of system functionality and training expertise.

**#2 – Expanded Use of the VISA Purchasing Card**

The Auditor’s Office administers a VISA purchase card program through UMB Bank in Kansas City, MO that gives agencies more flexibility in purchasing procedures. The use of the P-Card increases efficiency, saves money in processing payments, and provides vendors more timely payment. The Auditor’s Office continues to encourage expanded use of the P-Card, advising agencies that if a vendor will take a card, the card should be used. The Internal Support Group has primary responsibility for administration of the P-Card Program.

	Card Holders	Transactions	Total Dollar
Calendar year ending 12/07	2479	77,430	\$18,129,134
Calendar year ending 12/08	2423	80,934	\$18,710,374

**#3 – Increase of EFT (Electronic Fund Transfer) Method of Payment**

	EFT’s	Warrants	Total
July 1, 2007- June 30, 2008	543,044	424,870	967,914
July 1, 2008 – June 30, 2009	498,542	420,874	919,416

The number of EFT’s and checks are transactions above the P-Card Transactions, and do not include payroll checks/EFT’s.

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## **What Do You Propose To Do To Improve Goal Performance In The Next Two Years?**

In addition to the measurable goals above, the administration of State Auditor Rita C. Meyer continues the implementation of additional goals as directed by the Auditor, as follows:

1. **Customer Service** – state agencies are the main customers of the State Auditor’s Office. As the comptroller for the state, the Office provides the accounting system agencies use to track their financial activities and by which payments are made to the agency’s vendors. Agency needs are the driver for design and development of what the system will do. Agencies must be at the table with the Office as decisions are made regarding system functions. The Office will be aggressive in training staff in the proper response to state agency needs and requests and will aggressively take advantage of all avenues available to us to communicate with directors, chief financial officers, and users. The face of the Auditor’s Office is to be one of service, cooperation, and allowing agencies as much flexibility as possible to effectively and efficiently carry out their fiscal responsibilities.
2. **Transparency** – using the website tool, the Auditor proposes to continue to increase transparency for public information. As an example, both warrant and EFT payments are now posted to the website. The State Auditor has also posted all contracts the Office has entered into. Also, P-Card payments are listed separately from the EFT and warrant payments.
3. **Increase of Agency Control of Financial Policies** - the Auditor’s Office has discontinued the “pre-audit” function of agency vouchers, and delegated to individual agencies the responsibility of making spending policies under the guidelines of Internal Control. Each agency develops their Internal Control policies to be examined by the Department of Audit annually.
4. **Federal Grant Reporting** – The Legislature appropriated funds for the 2007-2008 biennium to improve the identification and tracking of federal dollars. The accounting system maintained by SAO has a mechanism, that if used properly, will accurately track and account for grant monies, track federal summary reports, and provide a single glance reference to the state’s fiscal position in relationship to budgets, obligations, reimbursements and anticipated draws. Agencies statewide will require training and assistance to identify their funding mechanisms, assigning unique qualifiers and identifies and then logging them onto the statewide accounting system.

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