STATE OF WYOMING

STATE AUDITOR'S OFFICE

Agency 003

STRATEGIC PLAN

FY 2025-2026
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STATE AUDITOR

WYOMING STATE AUDITOR'S STRATEGIC PLAN
FY 2025-2026
(July 1, 2024 through June 30, 2026)

The Wyoming State Auditor's Office (SAO) submits the following strategic plan for fiscal years 2025 through 2026. This plan outlines the goals and objectives of the SAO through June 30, 2026.

Agency
State Auditor (003)

Contribution to Wyoming Quality of Life
The State Auditor (Auditor) is an elected official and is Wyoming's comptroller, chief accountant, official custodian of accounting records and accounts, chief fiscal control officer and state payroll officer. Design and maintenance of the state's accounting system, which tracks the state's revenue, budget and expenditure transactions, is the Auditor's responsibility. Additionally, the SAO prepares the state's annual comprehensive financial report (ACFR).

The SAO contributes to Wyoming's quality of life by accounting for and tracking state monies, ensuring the state's financial obligations are paid and preparing the state's financial records. The auditor is statutorily required to implement internal controls necessary to assure assets are properly safeguarded, accounting entries are accurate and reliable, and assets and resources are being utilized consistent with the requirements of law. The SAO helps ensure Wyoming state government is a responsible steward of state assets and that the government effectively responds to the needs of residents and guests.

Agency Overview
The SAO has 23 authorized full-time positions. The current SAO budget for the 2023-2024 biennium budget is $15,179,344.00 and is 100% general fund. This biennial budget will increase to approximately $16 million dollars due to legislatively directed salary increases (Senate File 0001, Section 319 (2022) and House Bill 0001, Section 329 (2023)) and state officials salary increases (House Bill 0096, Section 1 (2022)).

Four divisions support the SAO: (1) Administration, (2) Fiscal, (3) Accounting and (4) Technology.

Wyoming State Auditor's Office Organizational Chart
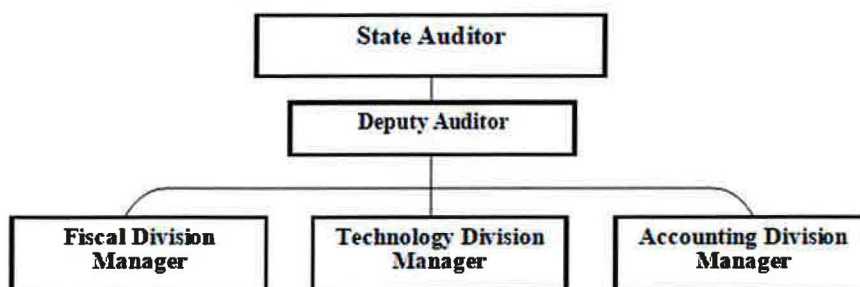
Administration: The administration division is responsible for monitoring contracts that support the state's electronic accounting system, coordinating training for state agencies, responding to public records requests and supporting the state auditor in her statutorily required duties (e.g. participation on the State Loan and Investment Board).

<u>Fiscal</u>: The fiscal division is responsible for vendor management and supporting major components of the state's electronic accounting system, specifically the Wyoming Online Financial System (WOLFS) and Human Resource Management (HRM). This division enrolls and maintains vendors in the electronic accounting system (so vendors can receive payment through WOLFS for goods and services provided to the state) and reconciles all warrants and electronic funds transfer (EFT) transactions made to vendors. Additionally, this division maintains and supports the development of reports within the system. The reporting component of the system is called infoAdvantage®. Reports generated in infoAdvantage® are used by state agencies to review and analyze financial data. The fiscal division is responsible for supporting the state's purchasing card (P-Card) program, delivering fiscal training, performing federal tax reporting functions (e.g. issuing 1099s to vendors) and operating a fiscal helpdesk.

The fiscal division is also responsible for supporting and processing the state's payroll, tracking employee time and attendance and providing state employees access to self-service resources. Additionally, the fiscal division completes payroll reporting, provides payroll support to state agencies, reports and deposits federal taxes (941s and 945s), issues federal tax reports (W-2s and 1095s) and processes child support, garnishments and employee benefit provider payments. The division also supports payroll reporting in infoAdvantage®, develops and delivers payroll training and operates a payroll helpdesk.

<u>Technology</u>: The technology division (or technical division) is responsible for the technical support of the state's electronic accounting system. This division creates and maintains custom code for specific jobs and procedures, monitors batch processing, prints paper warrants, generates electronic payments and tax reporting, monitors system operations, tests and certifies interfaces and loads payment request files and time card files. Additionally, this division is responsible for the development and maintenance of websites and support of the transparency platform, *WyOpen*.

<u>Accounting</u>: The accounting division is responsible for compilation and publication of the annual comprehensive annual financial report (ACFR) and serves as the main contact for the annual external state audit. This division maintains the state's fiscal accounts along with the legal appropriation budget (authority to spend) within the state's electronic accounting system. Additionally, the accounting division tracks all non-obligated general fund reversions, maintains fixed asset reporting and monitors state agency internal controls through the administration of a pre-audit process.

Performance Measures

The SAO's primary responsibilities include (1) accounting for and tracking state monies, (2) ensuring the state's financial obligations are paid and (3) preparing the state's financial records.

In order to account for and track state monies and prepare records, the SAO must maintain an electronic accounting system, ensure state agency users know how to use the system, and provide public access to non-confidential transactions made in the system. The electronic accounting system consists of three major components: WOLFS, HRM, and infoAdvantage®. There are approximately 786 WOLFS users, 242 HRM users and 703 infoAdvantage® users. The SAO maintains the security and workflow for user access into all three components of the system.
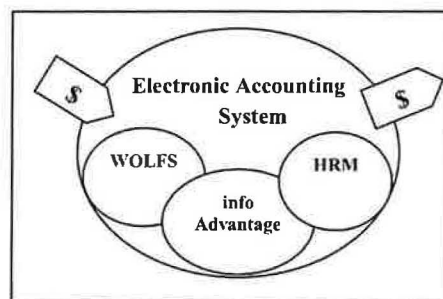
The following performance measures support the responsibilities listed above:

1. **Availability and reliability of the electronic accounting system**
   a. *Sub-measure:* Percentage of time the electronic accounting system applications (WOLFS, HRM and infoAdvantage®) are available to users.
   b. *Sub-measure:* The number and dollar amount of vendor payments processed annually.
   c. *Sub-measure:* The number and dollar amount of payroll records processed annually.
   d. *Sub-measure:* The number of electronic accounting system enhancements deployed to improve system functionality, user acceptance, and transparency.
   e. *Sub*-measure: The number of interfaces developed and successfully operating to automatically process payment documents received from agencies.

2. **A well-informed, trained, and supported user base of the electronic accounting system**
   a. *Sub-measure:* The number of attendees at each training.
   b. *Sub-measure:* The number and variety of trainings developed and delivered to users.
   c. *Sub-measure:* The number of superior ratings on training surveys completed by training attendees.

3. **Timely and accurate vendor and payroll payments**
   a. *Sub-measure:* The number of days between the time when an agency requests a new vendor be added and becomes eligible to receive a payment in the WOLFS system.
   b. *Sub-measure:* The number and dollar amount of vendor payments processed timely.
   c. *Sub-measure:* The number and dollar amount of payroll records processed timely.

4. **Timely issuance of the ACFR with a clean audit opinion**
   a. *Sub-measure:* The submission of the ACFR by December 31st of each calendar year.
   b. *Sub-measure:* The attainment of a certificate of achievement from the Government Finance Officers Association.
   c. *Sub-measure:* The successful implementation of Governmental Accounting Standards Boards (GASB) requirements.

5. **Issuance of, and adherence to, strong internal controls and policies in order to protect state assets and records**
   a. *Sub-measure:* The number and dollar amount of transactions reviewed as part of the pre-audit process.
   b. *Sub-measure:* The number of agencies using cost accounting to monitor and leverage the expenditure of federal funds.

6. **Promotion of transparency through readily available access to the state's financial information**

7. **Support and assistance in the expenditure and reporting of federal stimulus funds, specifically Coronavirus Aid, Relief, and Economic Security (CARES) Act, American Rescue Plan Act (ARPA), Emergency Rental Assistance Program (ERAP) and others.**

Prioritization of Objectives

The SAO prioritizes the operation of the electronic accounting system, payment of state obligations, and preparation of the ACFR as essential objectives. While trainings, electronic accounting system enhancements, cost accounting, pre-audit processes, and operation of a transparency website are also very important, they are not mission critical in the short-term. The SAO is a service agency, thus prioritization of customer service and support to state agencies is also a key objective.

Strategic Approach

In order to continue to support the objectives listed above, the SAO has developed the following strategic approach:

1. Dedicate resources to the continued operation of the state's electronic accounting system, which was upgraded from version 3.11 to Advantage 4 (ADV4) in April, 2023, with a focus on the deployment of three feature sets per year.

2. Develop and maintain a training program that offers a robust selection of relevant, effective training opportunities to state agency users leveraging a variety of educational approaches.

3. Dedicate staff and resources to expand the number of transactions reviewed as part of pre-audit processes to ensure appropriate expenditure codes are used and internal controls are in place at all agency levels, including increasing the pre-audit sample of federal stimulus, purchasing card (p-card) and travel related expenditures.

4. Create a process to thoroughly and routinely review and update the state's expenditure and revenue coding (or chart of account) to ensure the data in the electronic accounting system is accurate and relevant.

5. Dedicate staff and resources to assist agencies in the use of cost accounting and cost allocation tools to track and leverage federal and other funds.

6. Conduct a routine review of manual state agency payment processes to determine which processes could be streamlined through the development of automated interfaces.

7. Dedicate staff and resources to ensure the timely and accurate submission of the ACFR and timely and successful implementation of GASBs.

8. Identify internal resources to continue to support and improve the SAO's transparency platform, *WyOpen* (wyopen.gov) and release updated versions of the website based on user feedback.

9. Dedicate resources to continue the operation of an electronic ticketing system and develop customer service related metrics that can be tracked and monitored (through the ticking system) to better manage payroll and fiscal helpdesk requests received by the SAO from state agencies.

10. Execute a robust communication plan to include a comprehensive website and targeted messaging.

11. Dedicate resources to continue to support and assist in the expenditure and reporting of federal stimulus funds, specifically CARES Act, ARPA, ERAP and others.

Evaluation Information

1. <u>Functions and activities and public benefit:</u>
   The SAO does not have specific programs, but performs a variety of functions and activities supporting three key responsibilities: (1) accounting for and tracking state monies, (2) ensuring the state's financial obligations are paid, and (3) preparing the state's financial records.

   As described above, the electronic accounting system and each division within the office support these key responsibilities. The fiscal division ensure the state's financial obligations are paid by enrolling vendors, processing payments, and supporting WOLFS and infoAdvantage®. The division also ensures state employees are paid, manages HRM, and supports payroll reporting in

infoAdvantage®. The technology division provides technical support to ensure all three components of the electronic accounting system operate in an accurate and efficient manner. The accounting division prepares and submits the state's financial records using information from the electronic accounting system. These functions and activities result in the responsible stewardship of state assets. The public benefits when money is accounted for, obligations are paid, and financial reports are available to decision makers.

2. Alternatives:
    There are no alternatives to a robust electronic accounting system that would result in administration of SAO functions in a more efficient or effective manner. As mentioned above, the SAO is conducting a review of payment processes conducted by state agencies to identify processes that could be automated. The development of automatic interfaces has resulted in more efficient and effective processes.

3. Discontinuation consequences
    The consequences of discontinuing activities supporting the key responsibilities listed above could be devastating to the state and could result in a loss of state assets, financial penalties, and litigation.

4. Efficiencies
    The SAO believes the methods employed by our office to implement the key activities listed above are cost effective, efficient, and consistent with law while imposing a minimum regulatory burden. The SAO recently upgraded the electronic accounting system from version 3.11 to ADV4, which provided users with a more user-friendly interface and added functionality. Additionally, the SAO modified its interface process to allow agencies to more efficiently automatically upload vendor and payment files. The SAO manages a ticketing system that allows staff to identify system issues and user training needs. The upgrade, modified interface process and ability to analyze data from the ticketing system allow the SAO to be operate effectively and efficiently.

5. Prior results and outcomes
    The information listed below summarizes results and outcomes achieved by the SAO primarily between July 1, 2022 and June 30, 2023. The summarization lists SAO performance measures, highlighting accomplishments achieved under each measure. This information is also included in the SAO's 2023 Annual Report.

    a. **Availability and reliability of the electronic accounting system** (Performance Measure #1)

        i.   *Electronic accounting system stabilization and expansion.* The SAO continued to successfully operate the electronic accounting system and completed an upgrade of the system in April, 2023. Additional information about the ADV4 upgrade is below.

        ii. *Availability and reliability of the electronic accounting system.* The WOLFS system was available to users from 6:30 a.m. to 6:30 p.m. Monday through Friday and on weekends from 6:30 a.m. to 10:00 p.m., except for monthly cycle work and system maintenance. The system was unavailable March 30th through April 4th for the ADV4 upgrade. The SAO was able to complete routine annual fiscal year-end close processing in July 2023 without any system downtime or impact to users. Year-end work was completed over a weekend by the Technology Division. Accessibility to WOLFS was available to users 99.68% of the planned schedule during FY2023. The HRM system was available from 6:30 a.m. to 8:00 p.m. Monday through Friday and on weekends for the same time. When the monthly HRM pay cycle is processing, the

system is unavailable to users for three working days each month. The HRM system was available 99.69% of the planned schedule during FY2023. The infoAdvantage® system was available to users from 6:30 a.m. to 6:30 p.m. Monday through Friday and on weekends from 6:30 a.m. to 10:00 p.m., except for monthly cycle work and system maintenance. The infoAdvantage® system was available 99.81% of the planned schedule during the FY2023. ESS and MSS was available to users twenty-four hours, seven days a week except for database refreshment cycles, during system maintenance weekends and for each monthly HRM pay cycle.

iii. *Future upgrades and enhancements to the electronic accounting system.* In FY2022, the SAO amended the existing contract with CGI to include a no-cost upgrade from the current 3.11 version to ADV4. The new version went live on April 5, 2023. The upgrade went very smoothly with limited downtime and impact to end users. ADV4 has provided users with a new, intuitive and modern interface and added functionality. Additionally, the infoAdvantage system was upgraded to leverage the newest version of the SAS Business Intelligence Reporting Tool. The ADV4 upgrade will be the last formal upgrade of the electronic accounting system. Moving forward, the SAO will receive and deploy three containers with new functionality each year and this new process will eliminate the need for formal, time consuming system upgrades.

iv. *System enhancements deployed to improve system functionality, user experience, and transparency.* The SAO continues to explore new functionality that could assist the State of Wyoming in identifying and achieving efficiencies. As mentioned above, because the system is now on the ADV4 platform, the SAO will receive new feature sets in April, August and November of each year. Each feature set will be evaluated and tested to identify new functionality that can be released to agencies – moving forward the SAO will consistently and routinely roll-out new features for agency utilization. Additionally, the SAO is working with CGI to "pilot" time clocks in several agencies; this pilot project will begin in October 2023.

v. *Develop and maintain agency interfaces to automatically process payments.* In FY2023, several state agencies deployed new systems that required additional interface development, specifically, the Wyoming Administration and Information Department's "NeoGov" system, the Wyoming Department of Revenue, Liquor Division's "Liquor365" system and the Department of Health's "efilecabinet." The SAO is working closely with these agencies to ensure that these new systems interfaced seamlessly with the SAO's electronic accounting system. Additionally, as part of the ADV4 upgrade, the technology division implemented AdvantageConnect, a module within the system that allows vendor and payment interfaces to be efficiently uploaded, verified and processed. The technology division continues to work to modify and update existing agency interfaces (removing outdated code) and train agencies on how to use and leverage AdvantageConnect.

vi. *Expenditure and revenue code review.* The SAO continued to evaluate, clean-up and modernize expenditure coding within the chart of accounts. On July 3, 2023, the SAO published an updated listing of expenditure and revenue codes.

b. **A well-informed, trained, and supported user base of the electronic accounting system** (Performance Measure #2)

i. *Comprehensive training suite:* The SAO staff conducted a total of 122 training classes to over 50 agencies and 1,074 unique individuals. The fiscal division conducted a total of 32 classes that included WOLFS Navigation, General Accounting Expenditures, Vendor Management, Procurement Processes and Transactions, Refunds and Revenues, Paying Encumbrances and Business Intelligence. The accounting division conducted 24 classes on Fixed Assets, Object and Sub-Object Expenditure Coding, Schedule of Expenditures of Federal Awards, Introduction to Budget, Intermediate Budget, Advanced Budget, Internal Exchange Transactions, Travel Reimbursements, Reversions, Write-Off Training and Agency Year-End Training. Agency Year-End Trainings help prepare agencies for what will be reported in the Annual Comprehensive Financial Report (ACFR). The fiscal division conducted 66 payroll related classes including ESS Navigation and Timesheet Lifecycle, MSS Supervisor's Perspective, Payroll Onboarding, Payroll Offboarding and Payroll Business Intelligence. In addition to offering standard trainings, the fiscal division developed and offered numerous AVD4 trainings throughout the year to help users transition to the upgraded electronic accounting system.

c. **Timely and accurate vendor and payroll payments** (Performance Measure #3)

i. *Vendor management.* In FY2023, the fiscal division processed an average of 1,143 vendor additions and changes per month and approximately 5,481 new vendors were added to WOLFS. The SAO continues to monitor vendor management timeframes with a focus on reducing vendor enrollment timeframes while still maintaining critical controls to protect against vendor fraud. The SAO recently added additional controls related to vendor banking change requests.

d. **Timely issuance of the ACFR with a clean audit opinion** (Performance Measure #4)

i. *Excellence in financial reporting.* The preliminary ACFR was completed by December 31, 2022. The fiscal year 2022 ACFR was dated January 31, 2023 and released on February 27, 2023. The SAO received their 26th achievement award for excellence in financial reporting, which is given by the Government Finance Officers Association (GFOA), for its June 30, 2021 ACFR. The GFOA Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting and receipt of this award represents a significant accomplishment for the State of Wyoming. The state has submitted its June 30, 2022 ACFR for consideration as well. One of the SAO's primary focus for the next year will be the timely and accurate submission of the 2023 ACFR.

ii. *Implementation of Governmental Accounting Standards Boards requirements.* The accounting division continued implementation of several significant Governmental Accounting Standards Boards (GASB) requirements in FY2023, including GASB 87 (governmental leases) and GASB 96 (subscription-based information technology arrangements (SBITAs). GASB 87 implementation has been completed and GASB 96 implementation is going well.

e. **Issuance of, and adherence to, strong internal controls and policies in order to protect state assets and records** (Performance Measure #5)

i. *Pre-audit processes.* In FY2023, the accounting division requested and reviewed 2,213 individual transactions from 65 unique agencies, totaling $36,564,305. The accounting division reviewed 540 pandemic-related transactions between July 1, 2022

through June 30, 2023 totaling $12,041,183 (e.g. American Rescue Plan Act). In January, 2023, the SAO updated statewide travel-related purchasing card policies. In order to ensure the new policies were being followed, the accounting division increased the number of travel-related expenditures reviewed as part of the routine pre-audit process. Additionally, the fiscal division automated several pre-audit payroll processes to verify accurate data is entered by agencies prior to each monthly payroll run. In FY2023, these automated processes and monthly payroll pre-audit examinations prevented multiple over and underpayments to employees and identified and corrected inconsistent policy and procedural application at the agency level. In FY2024, the fiscal division will continue to pre-audit payroll data to ensure complete and accurate payroll processing.

ii. *Cost accounting.* There were 28 agencies that filed a federal Schedule of Expenditure of Federal Awards (SEFA) report in FY2023. Of those 28 agencies, 18, or 64%, are using cost accounting to track federal funds. An additional four agencies are using cost accounting to track various funding specific to their agency needs. The SAO continues to work closely with additional agencies in an effort to expand cost accounting throughout the state.

iii. *Purchasing card (P-card).* The SAO manages the state's purchasing card program, which provides state agencies access to credit cards to make various purchases. In FY2023, the State of Wyoming leveraged p-cards to make approximately $18.8 million in expenditures. The SAO continually evaluates p-card policies and processes to ensure adherence to strong internal controls and processes. As mentioned above, in January 2023, the SAO updated p-card travel policies and consolidated spending strategies to better support agencies. Additionally, UMB, the p-card vendor, implemented a new portal with additional online features.

f. **Promotion of transparency through readily available access to the state's financial information** (Performance Measure #6)

i. *WyOpen:* The SAO continues to manage and operate WyOpen.gov, a transparency website. The goal of the site is to post non-confidential payments online, i.e. the state's "checkbook". The site experienced an increase in traffic in FY2023, receiving over 165,899 visits between July 1, 2022 and June 30, 2023 and averaging approximately 13,825 hits per month. SAO technology staff created special sections on the website to provide additional transparency related to ARPA expenditures and routinely updates the site with new functionality. WyOpen displays five years of expenditure data.

g. **Support and assistance in the expenditure and reporting of federal stimulus funds (Performance Measure #7).**

i. The SAO continued to support agencies in developing, operating and closing out various ARPA programs, specifically assisting with vendor enrollment, adding additional expenditure codes (for reporting), developing interfaces, and making payments. The SAO assisted with the final federal reporting of CARES Act funds, submitting federally required quarterly reports through July, 2023.

Conclusion
The SAO has developed an aggressive but practical strategic approach to the 2025-2026 biennium. The most significant project anticipated for the 2025-2026 biennium will be the timely and accurate submission

of the 2023 ACFR, including successful implementation of GASB requirements. The other primary project will be the successful deployment of multiple ADV4 feature sets, which will provide end users with new and innovative functionality.