

Overcoming Challenges in Reconfiguring the Auditor's 21st Century Workspace



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**Western Intergovernmental Audit Forum
Pacific Northwest Intergovernmental Audit Forum**

September 3, 2015

Oakland, CA





Agenda

1. Background on the City Services Auditor (CSA)
2. CSA's Challenges & Efforts So Far
3. CSA's Vision for a 21st Century Workspace
4. Questions & Discussion



Controller's Office Overview

Mission

We ensure the City's financial integrity and promote efficient, effective, and accountable government.

Vision

We strive to be a model for good government and to make the City a better place.





City Services Auditor Division (CSA)

Major Responsibilities (per voter-approved Charter requirement):

- Audit city departments, functions, vendors, and contractors
- Operate a whistleblower function
- Analyze efficiency and effectiveness of public services
- Provide technical and project management services
- Measure and report on city performance for policymakers, city management, and the public



CSA-Audits Unit

The Audits Unit primarily conducts:

- **Performance Audits**, which provide information to improve operations and facilitate decision making by parties responsible for overseeing or initiating corrective action and improving public accountability.
 - **Financial Audits**, which provide reasonable assurance about whether financial statements are presented fairly in all material aspects in conformity with generally accepted accounting principles.
 - **Investigations** of reported waste, fraud, and abuse of city resources as part of the City's Whistleblower Program.
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CSA-Audits Unit: Current Workspace





CSA-Audits Unit: Current Workspace





CSA-Audits Unit: Current Workspace





CSA's Efforts & Challenges

- Better Laptops + Tools = Increased Mobility & Productivity
- Pilot Implementation of Telework Program
- Draft Design & Furniture Plan in 2013

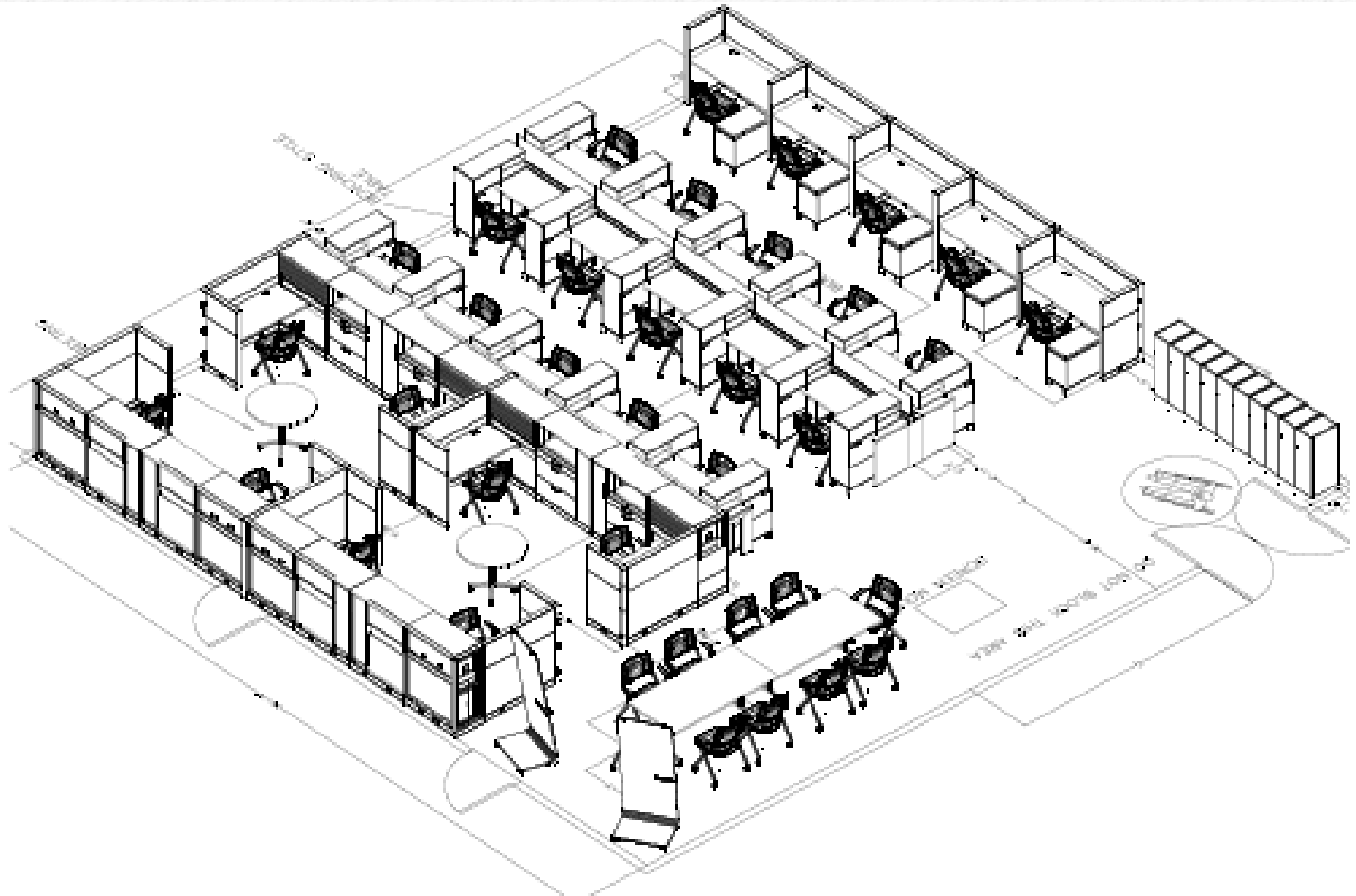


CSA's Workspace Proposal





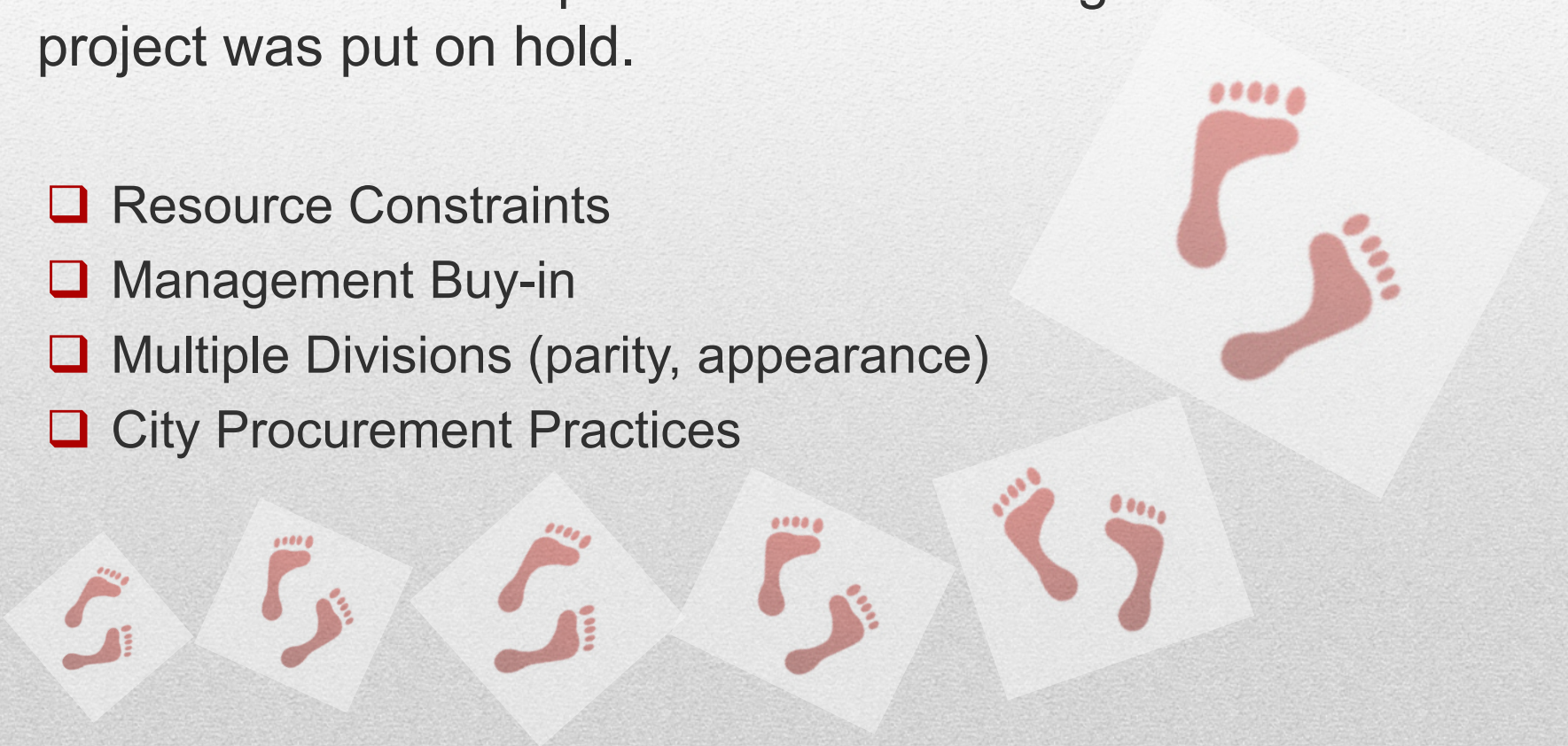
CSA's Workspace Proposal





CSA's Efforts & Challenges

- CSA encountered implementation challenges and the project was put on hold.
 - Resource Constraints
 - Management Buy-in
 - Multiple Divisions (parity, appearance)
 - City Procurement Practices





CSA's Vision for 21st Century Auditor Workspace

- Financial Benefits of Modern/Open Workspace:
 - ✓ Cost Savings
 - ✓ Higher-Capacity Support
 - ✓ Reduced Long-Term Costs
- Non-Financial Benefits of Modern/Open Workspace:
 - ✓ Increased Communication
 - ✓ Increased Cohesion
 - ✓ Increased Collaboration



CSA's Vision for 21st Century Auditor Workspace

- Workspace that inspires, motivates, and facilitates collaboration, creativity, and innovation, while developing high-trust and high-functioning teams:
 - ✓ Focus on activity over a place
 - ✓ Performance over attendance
 - ✓ Relationships not hierarchies
 - ✓ Innovation over bureaucracy
 - ✓ People over property





Questions & Discussion

