



City of Santa Fe – Internal Audit

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Liza A. Kerr, Internal Auditor

Date: January 20, 2014
To: Brian Snyder, City Manager
Audit Committee
Governing Body
From: Liza Kerr, City Auditor *Liza Kerr*
RE: Fraud, Waste, and Abuse Hotline – Timeline for Implementation

Summary

The Fraud, Waste and Abuse Hotline is ready to ready to launch.

Timeline for Live Launch

January 20, 2015	<i>Presentation to Finance Committee</i>
January 28, 2015	<i>Presentation to City Council</i>
January 28, 2015	Press Release Explaining Program
January 29, 2015	Citywide email with program information, link to website, electronic copies of supporting material.
January 29, 2015	Live Launch of Fraud, Waste, and Abuse Hotline
February 6 th or 20 th , 2015	Wallet Cards and Brochures included in employee's paychecks depending on the turnaround time in printing services
February 10, 2015	Posters Hung in City Buildings

Implementation

The process to select a vendor began shortly after the budget was approved. Three different vendors with excellent reputations were reviewed and Navex Global, Inc. was selected. The decision to use Navex Global, Inc. was based on ease of use for both employees and staff, as well as the reporting functionality, which includes analytics. The contract was signed in mid-November and implementation started around the first of December.

Implementation included the following:

- Developing of marketing materials, including brochures, wallet cards and posters
- Development of a website including graphics and text content
- Training of City employees who will be involved with the Hotline
- Testing of the system with test cases, and
- Coordination between Human Resources, Legal, Internal Audit, Information Technology and Telecommunications, Graphics, Media Relations, Printing Services and Payroll.

The City had 6 weeks to work with the vendor on the implementation. Special thanks are expressed to the following core group for getting this project done within that timeline:

- Mary Tapia, Human Resources
- Caryn Fiorina, Information Technology and Telecommunications
- Gilbert Martinez, Graphics
- Maria Clokey, Multi Media Office
- Matt Ross, Media Relations
- Hazeldine Romero, Audit Committee
- Cheryl Pick Somers, Audit Committee