



LBA Performance Audit Update

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Deputy Commissioner, DoIT

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Agenda

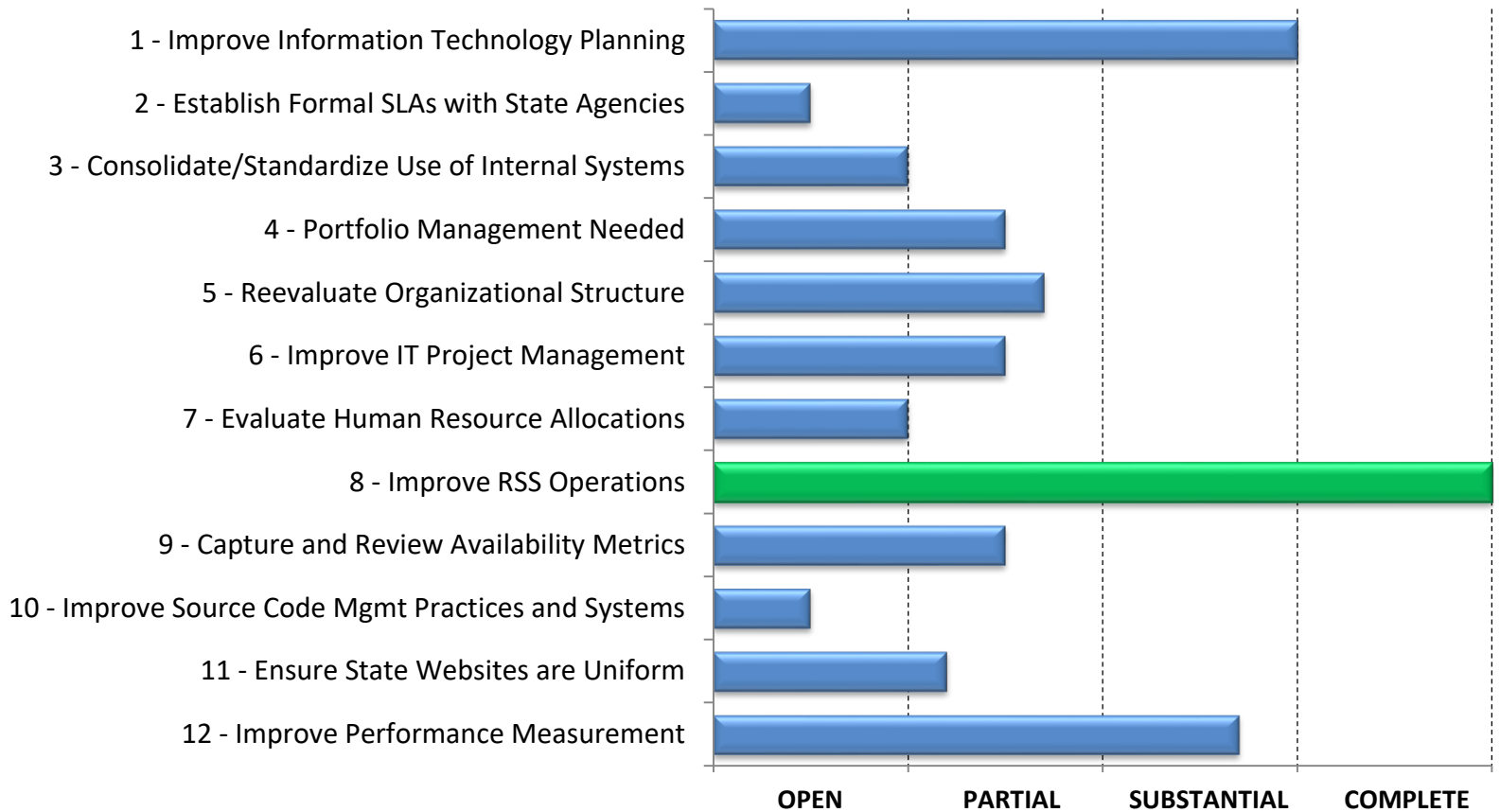
- Audit Overview
- 1st Report Out
- Current Status
- Challenges – Revisited
- Questions

Current Status

- 1st Report Out
 - 3 Observations Closed
 - 3 Substantially Complete
- Phased approach for several activities
 - e.g., Web services, Financials, Performance Metrics, Consolidation/Replacement of Internal Systems
- Dashboard Tracker

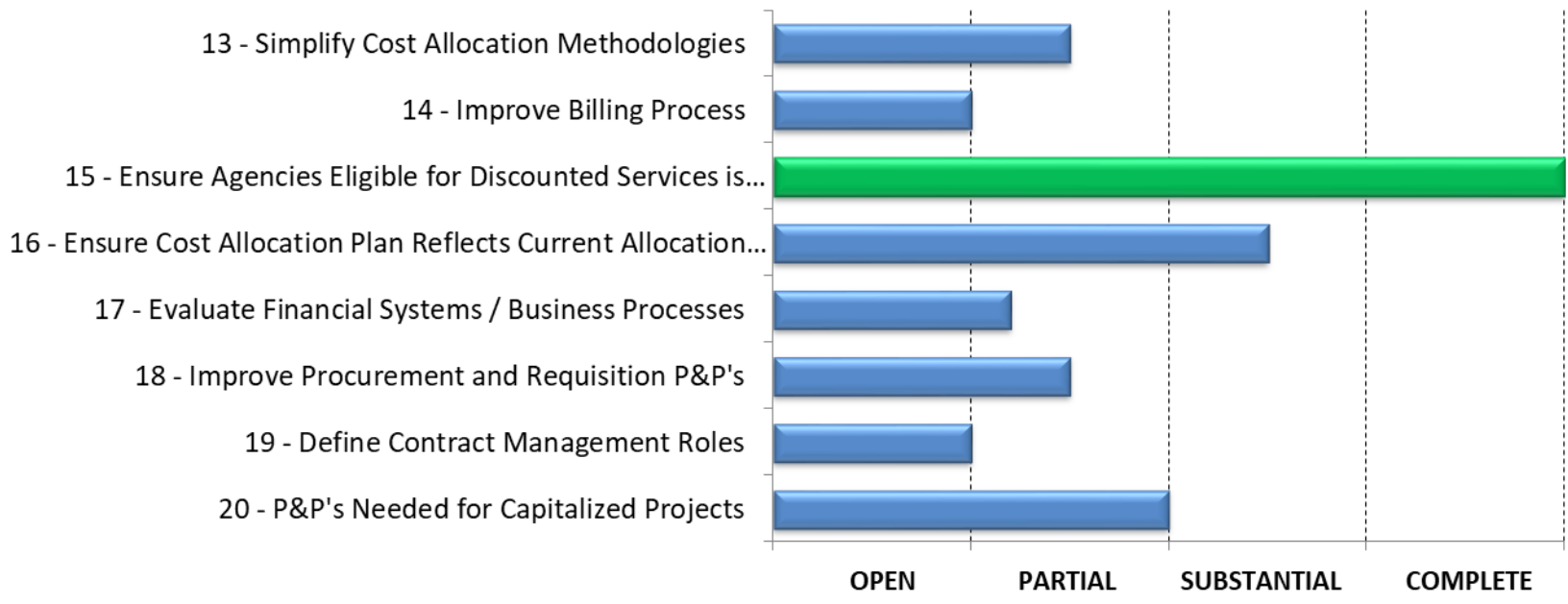
Observation Status

Service Delivery



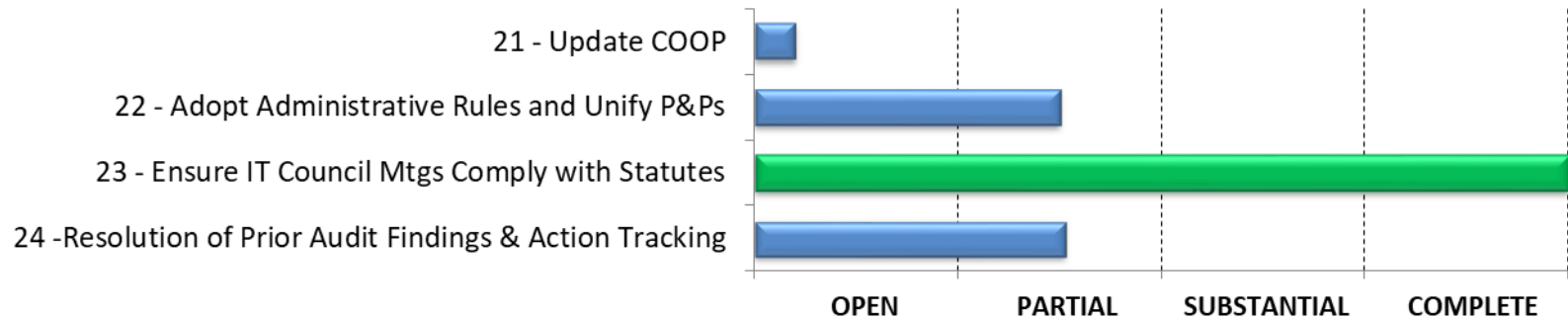
Observation Status (Con't)

Financial Operations



Observation Status (Con't)

Administration



Challenges - Revisited

- Alignment of state vs. agency view
- Short term fixes vs. long term solutions
- Competing priorities
- Funding for new tools/solutions
- How do we measure “success”?
- How do we know we’re done?

Questions?