



Office of  
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Pasco County Clerk & Comptroller

**Quality Engagements**



**Credibility of Engagements**

**Risk-based Engagements**



**Department of Inspector General  
Strategic Plan  
January 2024—December 2026**

**#ServeAndConnect**

# #ServeAndConnect

## Mission

To preserve the public trust and improve government by providing independent reviews, inquiries, investigations, and audits designed to add value and improve the operations of the Clerk & Comptroller and Board of County Commissioners.

## Vision

To be recognized as a valuable business partner that is trusted and respected by providing information, analyses, and advice to assist management in fulfilling its responsibilities for ensuring operations are managed ethically, effectively, and efficiently.

## Values

**Forward Thinking** – We provide excellence by being insightful, proactive, and future focused.

**Teamwork** – We are a unified team that works together cooperatively and efficiently.

**Trusted and Respected** – We embrace the highest level of integrity and treat all people with dignity and respect.

**Professional and Courteous** – We follow the standards for professional practice of internal auditing while being polite and courteous to others.

**Responsive to Risk and Customers** – We understand the changing assurance needs of the BCC and CCC and respond by being agile in our engagement planning and delivery.

**Fair and Balanced** – We provide unbiased, balanced, and practical solutions.

## Strategic Advantages & Challenges

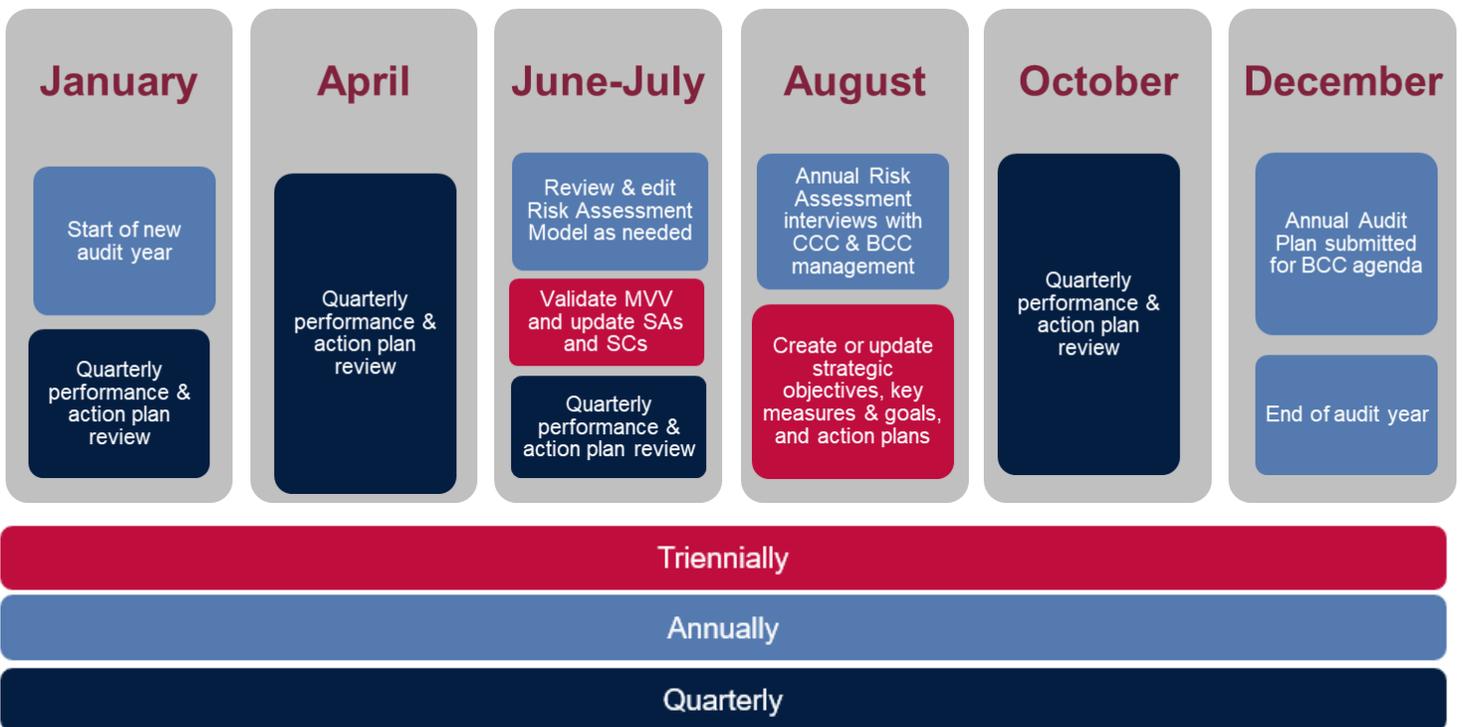
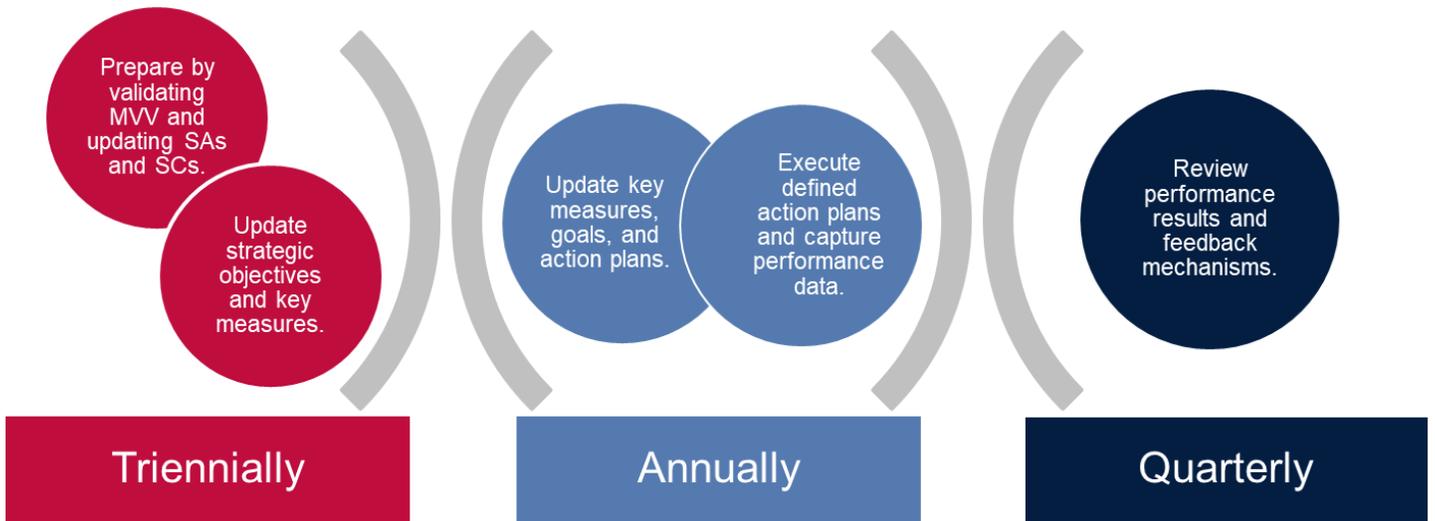
### Strategic Advantages

1. Annual risk-based audit plan.
2. Independent Ethics Hotline for all teammates (BCC and CCC).
3. Diverse skills, backgrounds, and business knowledge of audit team.
4. Successful peer review of compliance with IIA standards.
5. Individual auditor training and professional certifications.
6. Comprehensive and detailed procedure manual.

### Strategic Challenges

1. Noncompetitive auditors' pay grades.
2. Difficulty filling vacant positions.
3. Low response rate to post-engagement surveys.
4. Building relationships with audit customers.

# STRATEGIC PLANNING CYCLE



## Definitions

- Action plans** — Engagements the Department undertakes to achieve short and long term objectives and goals.
- Audit year** — January 1 to December 31.
- BCC** — Board of County Commissioners.
- CCC** — County Clerk & Comptroller.
- Feedback mechanisms** — Information collected from customers, employees, and partners used to improve service.
- Fiscal year** — October 1 to September 30.
- Goals** — A numerical value the Department wants to achieve for their key measure(s).
- Key measures** — The key data points the Department must monitor to help them achieve their strategic objectives.
- MVV** — Mission, Vision, Values.
- Mission** — What the Department does.
- Performance data** — Compare the Department's key measure results to standards, goals, and past results.
- Strategic advantages (SA)** — Strengths of the Department used to achieve its strategic objectives.
- Strategic challenges (SC)** — Developments, trends, or events that influence the Department's likelihood of success.
- Strategic objectives** — The main focus of the Department to align resources and achieve its vision.
- Values** — Guiding principles and behaviors embodying the Department; values reinforce organization culture.
- Vision** — What the Department strives to become.

# 2024–2026 STRATEGIC PLAN



## Strategic Objective: Quality Engagements

Perform independent and objective assurance and advisory services designed to add value and improve the CCC and BCC operations.

### Key Measures:

1. Post-engagement survey
2. Engagement recommendations accepted by management
3. Audits are conducted in accordance with IIA standards



## Strategic Objective: Credibility of Engagements

Issue reports that empower management to mitigate risks, safeguard County assets, and preserve the public's trust.

### Key Measures:

1. Positive peer review opinion
2. Continuing professional education hours for all auditors
3. Auditors maintain professional certifications
4. Percentage of initiated versus planned engagements



## Strategic Objective: Risk-based Engagements

Accomplish the Annual Audit Plan based on risk assessment.

### Key Measures:

1. Input received from Annual Risk Assessment interviews
2. Annual assessment of key risk factors for ranking auditable areas based upon risk score
3. Minimum of 50% of Annual Audit Plan is allocated to projects identified as high-risk



For additional information contact the Public Records Liaison.

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