

OIA FY 16-17 Strategic Plan
 Critical Success Factors and Tasks

As of 3/17/16

Target
Date Actual
Date

CSF No. 1: Adequately Skilled and Knowledgeable Staff (January through June 2016)

Perform skills assessment	5/31/2016	
Refine roles and expectations for all levels of OIA employees	5/31/2016	
Perform a gap analysis between skills assessment and roles/expectations **	7/31/2016	
Identify possible training solutions, including knowledge of client business **	7/31/2016	
Include newly issued IIA guidance in training program *	not known	
Create continual learning and development program	ongoing	

CSF No. 2: Maintain Efficient and Effective Audit Processes (July through December 2016)

Assess current processes for planning, fieldwork, reporting, and remediation	7/31/2016	
Include process update for continuous auditing and data analysis	8/31/2016	
Document steps for integrated auditing process	8/31/2016	
Refine processes, update templates, and ensure compliance with Standards	11/30/2016	
Update Quality Assurance checklist	10/31/2016	
Develop performance standards to monitor compliance with process	11/30/2016	
Train staff on enhanced process	12/31/2016	

CSF No. 3: Increase Collaboration with Agency Stakeholders (November 2015 through May 2016)

Attend agency senior management meetings	periodic	
Discuss and confirm audit universe with agency stakeholders	4/30/2016	
Collaborate with agency management to fully identify risks and concerns	5/15/2016	
Introduce concept of risk and control self-assessment **	1/31/2017	
Identify assurance and consulting projects to help address agency risks and concerns	5/31/2016	
Assist state agency stakeholders with identifying methods of remediating existing control and compliance weaknesses	ongoing	ongoing
Obtain feedback from key stakeholders on performance and expectations	quarterly	quarterly

CSF No. 4: Enhance Stakeholder Knowledge and Education (December 2015 through October 2016)

Obtain feedback on stakeholder needs	9/30/2016	
Research leading practices and emerging issues and trends	10/15/2016	
Identify education and training solutions and provide to stakeholders	10/31/2016	
Follow up with stakeholders on successes and improvement opportunities **	1/31/2017	
Consult with OBM management on ways to integrate internal control framework to other state agencies **	2/28/2017	
Create opportunities to obtain and share pertinent information with state agency leadership groups (MAC-CIO/CFO)	ongoing	ongoing
Periodically communicate with state agencies not under OIA's purview about their ability to engage with OIA	4/30/2016	