



INTEROFFICE MEMORANDUM

TO: Anthony Nicks, County Auditor

FROM: Hakeem Oshikoya, Finance Director *HKO*

DATE: March 25, 2022

SUBJECT: Response to Payroll Process Audit

Thanks to you and your staff for taking the time to review our payroll and benefits processes. The Finance Department has reviewed the findings and recommendations and our responses are provided below:

Concern – Manual Processes

In your report, you indicated that both Department of Human Resources and Department of Finance have several manual processes involved in the payroll process, and you recommended for both departments to review their manual processes, research avenues to reduce errors including automation of manual processes.

Finance Response

We are in agreement with your observation and wish to inform you that Finance Department has actually began automating its processes and storing of records electronically through the use of scanning. Ninety five percent (95%) of all records relating to employee benefits have been scanned, and currently available for viewing and printing electronically.

Also, the Benefits Office is currently using Remedy Force on a limited basis to handle service requests from employees. We have been working with IT Department for full implementation of Remedy Force to allow for better tracking of service requests by issuing ticket number for every request submitted by County employees, and automate management of tasks

cc: Sharon Whitmore, CFO

Attachments