



THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

Office of Internal Audit • 7833 Walker Drive, Suite 425 • Greenbelt, Maryland 20770

October 14, 2019

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From: Renee Kenney, CPA, CISA, CIA, CIG  
Inspector General

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Subject: Follow-Up Review for Telework Program Audit Report Number CW-005-2019

We have completed the follow-up review for the Telework Program Audit Report Number: CW-005-2019 dated January 25, 2019. The following is the result of the follow-up review:

Rec. #	Issue/ Recommendation	Issue Risk	Original Expected Completion Date	Revised Expected Completion Date	Status
1	Provide Program Training to all Participants	High	April 2019	Dec. 2019	Partially Resolved
2	Ensure Required Documentation is Submitted and Approvals are Obtained	High	Feb. 2019	N/A	Resolved
3	Ensure Telework Agreements are Reauthorized on an Annual Basis	Medium	Feb. 2019	Nov. 2019	Partially Resolved
4	Submit Approved Telework Agreements to the Human Resource Division	Medium	March 2019	N/A	Resolved
5	Develop Data Base for Telework Agreements	Medium	Jan. 2019	N/A	Resolved

Management provided sufficient additional information and clarification for us to conclude three (3) of the five (5) audit recommendations reviewed have been satisfactorily addressed and implemented. Two (2) are partially resolved because some degree of progress has been made, but they are not yet complete.

The following details the status of the partially resolved recommendations.

### **1. Provide Program Training to all Participants.**

Background and Discussion: Training is not being provided to program participants as required by Commission Administrative Procedure No. 03-01, *Telework Program*. Department of Human Resources and Management (DHRM) management originally agreed that the Employee/Labor Relations Office, within the Human Resources Division would reimplement training by developing easily accessible training on the Commission's Telework Program.

Upon follow-up testing, the OIG concluded, the agreed upon training was not completed.

Current Status: Partially Resolved

Management Response: Employee and Labor Relations management has begun to work on training options for current and future teleworkers to include a short training video, a FAQ for teleworkers and a manager's reference form for supervisors of teleworkers. We are investigating the use of a service called MOOVLY. This is a very cost-effective service for making short videos that may suit our needs with teleworker training and other needs such as updated onboarding.

Revised Expected Completion Date: December 31, 2019

Follow-Up Date: February 2020

### **3. Ensure Telework Agreements are Reauthorized on an Annual Basis**

Background and Discussion: During course of the audit, the OIG selected a judgmental sample of 38 telework agreements to determine whether the telework agreements were reauthorized, where applicable, on an annual basis. Of the 38 agreements reviewed, 29 required reauthorization. None of the 29 telework agreements had gone through the required annual reauthorization process.

All departments agreed with the recommendation that employees, managers, and Department Heads take the necessary steps to ensure applicable telework agreements are reauthorized on an annual basis

DHRM committed to revising the performance management evaluation forms to include a notation that upon the time of annual evaluations, supervisors should ensure that applicable annual paperwork is complete for employees on flexible work arrangements (i.e., telework, flextime, compressed work schedules).

Upon follow-up testing, the OIG was able to confirm that all Departments have implemented manual procedures to ensure supervisors are reminded to renew applicable telework agreements. Most Departments are maintaining a manual database to track their telework agreements.

However, to date, the performance management evaluation forms have not been updated by DHRM.

Current Status: Partially Resolved

Management Response: Again, DHRM has committed to revising the performance evaluation form to include a notation regarding annual flexible work schedule arrangement requirements.

Revised Expected Completion Date: November 1, 2019

Follow-Up Date: February 2020

We have included a copy of the original audit report for your convenience. If we can be of assistance in the future, please do not hesitate to contact our office. Thank you for your assistance in this review.

cc:

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