TO: Roubik Golanian, City Manager

FROM: Elena Bolbolian, Director of Innovation, Performance & Audit (IPA)

RE: Weekly Report – March 19, 2021

Prototyping at City Hall

Prototyping is one of the tools in the Innovation Toolkit. But what exactly is a prototype and how are we at City Hall using this tool?

A prototype is a tangible representation or model of an idea. It can be created at any level of detail, from a sketch to a full pilot program. Prototypes are used to bring an idea to life, further refine it, and test it with the community for feedback. They help put the community in the **driver's seat** so they can give City Hall **early** feedback about how the idea does or doesn't meet their needs.
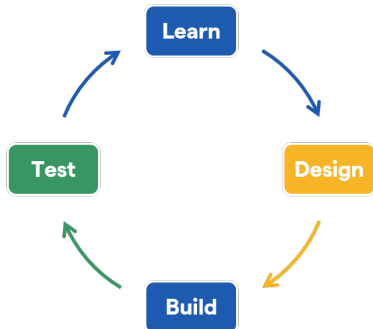
The cyclical prototype process.

The Bloomberg Innovation Team is currently in the process of building prototypes as part of our effort to develop a food recovery program. Once created, our prototypes will be tested with stakeholders in the community. Feedback received from them will help **refine** our prototypes. This process will continue until we have arrived at a suitable final product that we can release to the community at scale.

COVID Dashboards Engage the Public

IPA has prioritized keeping the community informed and engaged throughout the COVID-19 pandemic. Immediately following the County's 2020 Safer at Home Order, the City launched our [COVID-19 Data Dashboard](). This public tool pulls data from various sources to give residents daily updates regarding case and death rates, both in Glendale and our neighboring communities.

Since its launch almost a year ago, the dashboard has been viewed over **264,000 times** by over **63,000 unique viewers**.

Keeping relevant and timely information on our dashboard is our highest priority. Now that public interest in vaccinations has peaked, we are proud to feature two new metrics on the dashboard:

- number of Glendalians vaccinated
- share of Glendale population vaccinated

The number of Glendalians vaccinated shows how many residents have received at least one dose of vaccine according to L.A. County Department of Public Health records. The share of population vaccinated gives a human-centered perspective to the figure, showing, for example, that "1 in 5" residents have currently received at least one vaccine dose.

We will maintain and adapt our dashboard as long as it continues to **serve the community**.
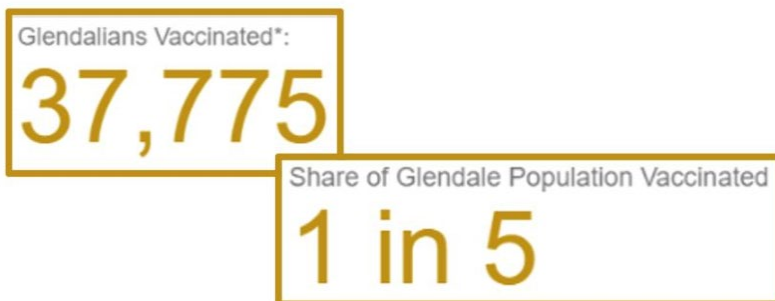
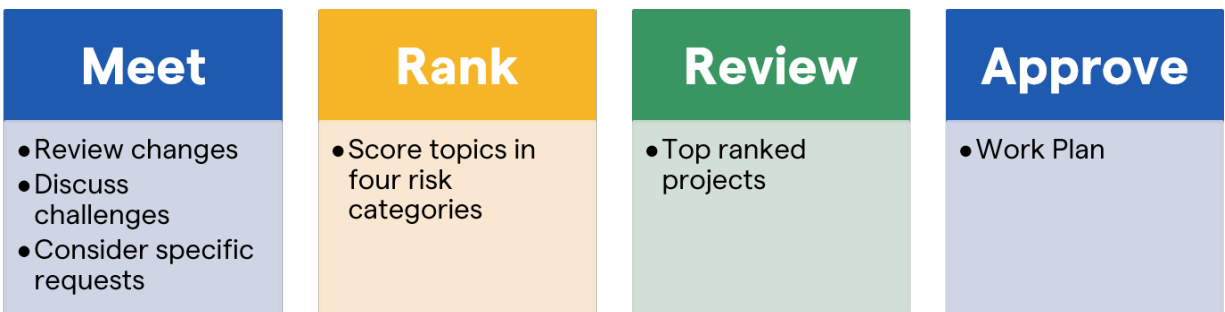# Internal Audit Gearing up for Annual Risk Assessment

Each spring, Internal Audit conducts a citywide risk assessment to help develop the City's Audit Plan for the coming fiscal year. This process involves meeting with 15 City departments. Let's explore this important process in a little more detail.

As shown in the image below, the process starts with a series of meetings with each department where auditors review changes that have occurred in each department since last year. Next, the discussion focuses on existing or upcoming challenges and concerns impacting the department. Requests for specific audits are also considered at this stage. From these discussions, a series of topics emerge as potential audits. These discussions provide timely information about activities in City operations and help develop a risk profile for each department. This helps the audit team to assess new and emerging risks.

During the rank step, these topics are scored on a list of quantifiable metrics in order to add objectivity to the prioritization process. Each potential audit is assigned impact and likelihood risk scores in four categories: financial, operational, compliance and strategic. This scoring process helps prioritize audits to be included in the citywide plan.

Once Internal Audit is done meeting with each City department, the final list is reviewed with the City Manager for his input. This is an opportunity for the City Manager to weigh in on topics that are of concern to him from a citywide perspective and raise other relevant issues.

Lastly, the approval process involves two public meetings, beginning with the City's Audit Committee. After acknowledgement from the Audit Committee is received, the plan is presented to the City Council in August.

Meet	**Rank**	**Review**	**Approve**
● Review changes ● Discuss challenges ● Consider specific requests	● Score topics in four risk categories	● Top ranked projects	● Work Plan

As risks and priorities are changing constantly, the work plan is a flexible and dynamic document that is amended throughout the year to reflect changes in risks and priorities. These changes are identified through periodic express risk surveys on emerging topics and through ongoing communications with management.

Our thorough risk assessment process results in risk based audits being conducted. And, these audits produce recommendations to improve efficiency and effectiveness as well as promote transparency and accountability to the public.