



CITY AUDITOR SUMMARY REPORT

ETHICS HOTLINE REVIEW AND UPDATE

OCTOBER 28, 2019

In response to requests from the City Council Audit Committee, the Auditor recently performed targeted review procedures on the City's Ethics Hotline. The work was performed to help ensure accountability of Olathe City government to its customers continues to remain strong. Following is a summary of this review and related results.

1. HOTLINE REPORT TESTING

The Auditor conducted a test of the hotline web portal and report response by filing an anonymous test report. No City personnel were advised of the nature or timing of the test. This test successfully determined:

- The ethics hotline website was operating
- The test report was recorded accurately
- The test report was routed promptly to the City by the ethics hotline vendor
- The City's response to the test report was timely and handled by management with assigned responsibility for the hotline
- Management initiated a response plan which included all departments and personnel which would have been needed to research the test report's details

Tests of the hotline's web and phone portals will be periodically conducted by the Auditor to ensure intake, reporting, and response processes remain effective. The Council will be advised of these test results on an ongoing basis.

2. HOTLINE WEBSITE UPTIME MONITORING

To monitor the availability of the ethics hotline vendor's web portal, the Auditor has subscribed to a no-cost web 'uptime' robot service. The service monitors the website and furnishes alerts if the site is unavailable. Since monitoring began in September 2019, no significant website downtime has been detected. The web uptime monitor will remain in place to provide assurance the portal is available as intended. Should an alert of significant downtime be received, the Auditor will provide the information to Resource Management for resolution with the hotline vendor.

3. WEBSITE SEARCH ENHANCEMENT

At the request of the Audit Committee, the Auditor and Communications department created additional search terms to direct customers to ethics hotline links and information on the City website. This will enhance customers' ability to access the hotline.

The Auditor appreciates the generous assistance received from Resource Management and Communications teams for this review. If you have questions or need further information, please contact City Auditor Mary Ann Vassar at (913) 971-8932 or mavassar@olatheks.org.