

STPSB
Internal Audit Report
Audited By: Amelia Barker, CPA
Report Related To STPSB Maintenance Department
10/5/23

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REPORT RELATED TO STPSB MAINTENANCE DEPARTMENT
COMPLETED BY AMELIA BARKER, CPA
10/5/23

Complaint: N/A

Areas for Consideration: Are there uniform maintenance policies/procedures related to submitting a work order?

Internal Policy Reference: N/A

Related Law/Audit Guidance: N/A

Review: All maintenance work orders completed in July 2023 and August 2023 were subject to testing. A total of 37 maintenance work orders were selected for testing.

Findings: After testing all work orders, it was noted that there is no official way to submit a ticket for work into maintenance. Work orders are submitted via text, email, and call.

Recommendation: All work orders need to be submitted in a single uniform way, unless there is an emergency. Standard work orders should be submitted by the school/location using the current maintenance software, Incident IQ. This will prevent work duplication and will also streamline the process so efficiency metrics can be taken and evaluated.

Complaint: N/A

Areas for Consideration: Are maintenance work orders being processed timely and correctly? In addition, are maintenance work orders being monitored and tracked to ensure proper completion in a reasonable time frame?

Internal Policy Reference: N/A

Related Law: N/A

Review: All maintenance work orders completed in July 2023 and August 2023 were subject to testing. A total of 37 maintenance work orders were selected for testing. The paper work orders were compared to the work closeout in Incident IQ to ensure they were processed.

Findings: Out of the 37 work orders tested, 1 was not properly closed out due to an incorrect listing of what was done at the school. In addition, it was determined that the Slidell maintenance location and Covington location are closing their work orders differently. Covington is scanning the original paper work order while Slidell is not. It was also noted that

the maintenance department does not enter work orders into Incident IQ until they are ready to close them. For example, if a work order was called in July 10th, 2023 and written on a paper work order form, but the work was not completed until July 26th, 2023, that work order would not be entered into Incident IQ until July 26th, 2023. This means that there is no way to track how long the work order has been sitting open in Incident IQ.

Recommendation: I recommend that the Slidell maintenance office start scanning in the paper work orders. In addition, all works orders need to be entered into Incident IQ by the school/location requesting the work. This way the maintenance department can track how long a work order has been outstanding and supervisors can appropriately ensure that work is being done timely. This will give accountability to both the maintenance department and the location requesting the work.



FRANK J. JABBIA
Superintendent

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DATE: October 24, 2023

TO: Amelia Barker, Internal Auditor

FROM: Wade Gottschalk, Director of Maintenance and Custodial Services

RE: Maintenance Work Orders

The Covington and Slidell Warehouse are both currently working with the I.T. Department to obtain equipment and software that will enable their employees to enter and delegate the work requests in real time.

The Maintenance Department is currently in possession of chromebooks and we are waiting on chargers and for the chromebooks to be reprogrammed.

A trial run is in progress at the Slidell Maintenance Department and it appears to be running smoothly.

It is the goal to have the entire Maintenance Department operating in real time by December 2023.



Wade Gottschalk

Director of Maintenance and Custodial Services