













**INTERNAL AUDIT REPORTS ISSUED**

**Action Requested:** Receive the original and follow-up internal audit reports.

**Executive Summary:** Completed institutional internal audit reports are reported to the Audit and Compliance Committee as required by Board policy.

<b>ORIGINAL REPORTS</b>	<b>CEA*</b>	<b>Status</b>
UNIVERSITY OF IOWA		
• College of Dentistry Revenue Cycle		Open
• Department of Biology		Open
• Discharge Process		Open
• Emergency Department		Open
• NCAA Compliance – Complimentary Admissions and Ticket Benefits		Closed
• NCAA Compliance – Eligibility, Amateurism, and Academic Performance Program		Closed
• NCAA General Compliance		Closed
• Student-Athlete Academic Services		Open
• Vulnerability and Patch Management		Open
IOWA STATE UNIVERSITY		
• Controlled Substances in Research Laboratories		Open
• Disability Accommodations		Open
UNIVERSITY OF NORTHERN IOWA		
• Active Directory		Open

\*Assessment of Controls/Efficiencies (CEA) are defined on the following page.




**FOLLOW-UP REPORTS**

UNIVERSITY OF IOWA

- Clinical Staff Office Closed
- Durable Medical Equipment Closed
- Holden Comprehensive Cancer Center and Infusion Suite Closed
- Hospital Late Charges Closed
- Payment Card Industry Compliance Closed
- UI Health Care Research Laboratory Information Technology Security Closed

IOWA STATE UNIVERSITY

UNIVERSITY OF NORTHERN IOWA

<p><b>HIGH</b></p> 	<ul style="list-style-type: none"> <li>• Could seriously affect several areas within the university. Exposes the university to unacceptable risks or liability if not corrected OR</li> <li>• Involves difficult issues requiring the attention of executive management OR</li> <li>• Involves compliance with Federal, State, or other laws and could result in serious consequences if not implemented OR</li> <li>• Unacceptable weakness in the internal and/or accounting controls OR</li> <li>• Substantial savings (perhaps millions) can potentially be realized by correcting.</li> </ul>
<p><b>MODERATE</b></p> 	<ul style="list-style-type: none"> <li>• Could seriously affect a department or area within the university OR</li> <li>• Involves a difficult issue requiring the attention of upper management OR</li> <li>• Involves compliance with Federal, State or other law and could result in minor consequences if not implemented OR</li> <li>• Weakness in the internal and/or accounting controls OR</li> <li>• Savings (perhaps thousands) can potentially be realized by correcting.</li> </ul>
<p><b>LOW</b></p> 	<ul style="list-style-type: none"> <li>• Can affect a department or may be common to several areas OR</li> <li>• Could result in improved internal and accounting control OR</li> <li>• Can be corrected relatively easily OR</li> <li>• Could result in improved efficiency or effectiveness of operations OR</li> <li>• No reportable observations or corrective action taken prior to report issuance.</li> </ul>

*The internal auditors have utilized the colors for the CEA in evaluating each overall audit report.*



**University of Iowa**  
**College of Dentistry Revenue Cycle**

*Issued February 5, 2020*

Status: Open

The College of Dentistry (COD) Revenue Cycle audit was completed to provide reasonable assurance that COD revenue cycle processes have appropriate internal controls that are operating as intended. Recommendations include having frontline staff verify patient insurance prior to treatment and obtain current patient treatment consent/agreement forms for all active and future patients. Additional recommendations include implementing a secondary review for faculty service fee changes, developing a policy to reduce the number of incomplete appointments, and updating the memorandum of agreement between the COD and the Credit Bureau Services of Iowa for collections. Management expects to complete its action plans by March 2020.



**University of Iowa**  
**Department of Biology**

*Issued February 5, 2020*

Status: Open

The Department of Biology offers bachelor programs in biology, biomedical sciences, and neuroscience. They also have a master's and PhD program. The department employs 151 staff, and has four service centers. The Developmental Studies Hybridoma Bank (DSHB), which was founded in 1986, also resides in the Department of Biology, and generates annual revenue in excess of \$2 million. Audit recommendations specific to DSHB include removing the ability of DSHB staff to delete orders, performing an annual inventory of all products, documenting laboratory all protocols, reconciling accounts receivable to the general ledger, monitoring required training, and obtaining a System and Organizational Control report annually. General departmental recommendations include confirming accurate service center invoices, increased monitoring of course fees, ensuring employee time records are submitted monthly, and performing general ledger account reconciliations timely. Management expects to complete its action plans by July 2020.



**University of Iowa**  
**Discharge Process**

*Issued February 5, 2020*

Status: Open

The Discharge Process audit was performed to evaluate whether controls are effective and whether there are opportunities to expedite the discharge of patients who are medically ready to leave. The average discharge time was 2:06 pm at the time of fieldwork and the hospital's metric is 11:00 am. This metric is only achieved in 10% to 15% of inpatient discharges. The University of Iowa Hospitals and Clinics (UIHC) is not alone in these circumstances, as throughput challenges resulting from the increasing demand for acute patient care is a nation-wide industry challenge. Significant recommendations noted during the audit include re-evaluating the discharge metric to establish meaningful, achievable goals; implementing initiatives that support an environment of discharging patients timely; and improving coordination of efforts between groups to discharge patients timely. Management expects to complete its action plans by January 2021.



**University of Iowa**  
**Emergency Department**

*Issued February 5, 2020*

Status: Open

The Emergency Department audit was completed to evaluate whether there are opportunities to increase efficiency of operations and decrease patient wait time. Primary audit recommendations include establishing a protocol for the responsibility of transporting Emergency Department patients to the hospital to efficiently utilize nursing staff, collecting additional data from the triage processes in order to better evaluate operations, and utilizing available marketing materials to educate patients about other potential options for care. Management expects to complete its action plans by October 2020.



**University of Iowa**  
**NCAA Compliance – Complimentary Admissions and Ticket Benefits**

*Issued February 5, 2020*

Status: Closed

As a Division I member, the University of Iowa is obligated to comply with National Collegiate Athletic Association (NCAA) rules and regulations. This audit was performed to verify compliance with NCAA requirements related to extra benefits, specifically complimentary admissions and ticket benefits. No findings were identified and the audit is closed.



**University of Iowa**  
**NCAA Compliance – Eligibility, Amateurism, and Academic Performance Program**

*Issued February 5, 2020*

Status: Closed

As a Division I member, the University of Iowa is obligated to comply with the National Collegiate Athletic Association (NCAA) rules and regulations. This audit was performed to verify compliance with NCAA requirements related to student-athlete eligibility, amateurism, and the NCAA Academic Performance Program. No findings were identified and the audit is closed.



**University of Iowa**  
**NCAA General Compliance**

*Issued February 5, 2020*

Status: Closed

The NCAA General Compliance audit was completed to examine whether the Athletics Department has controls in place to monitor general compliance with NCAA legislation. General compliance encompasses three areas of review: governance and organization, investigations and self-reporting of rules violations, and rules education. No material weaknesses were noted during the audit and the audit is closed.



**University of Iowa**  
**Student-Athlete Academic Services**

*Issued February 5, 2020*

Status: Open

Student-Athlete Academic Services (SAAS), within the university's Athletics Department, provides support to a student-athlete's academic success including academic coordination, tutoring, learning assistance, academic programs, and career development. Academic coordinators work with student-athletes and university academic advisors to ensure development and maintenance of students' Plans of Study and monitor academic standing of student-athletes. SAAS works in consultation with coaches, university staff, and various athletic personnel regarding student-athlete academic matters and ensures compliance with all institutional, National Collegiate Athletics Association, and Big Ten Conference rules and regulations. The primary audit recommendations were documentation and communication of required procedures, entry of required training criteria into the Compliance and Qualifications system, implementation of reconciliation steps for distribution of parking vouchers, and regular review of physical and system access. Additional audit recommendations included adjustment to the instructor survey process, development of vendor, change, and disaster recovery management processes, and implementation of electronic tracking for computer checkout. Management expects to complete all action plans by May 2020.



**University of Iowa  
Vulnerability and Patch Management**

*Issued February 5, 2020*

Status: Open

The university has internal processes in place to regularly scan infrastructure for known vulnerabilities. Scan results are communicated to system administrators who are responsible for remediation and keeping software up to date. The Vulnerability and Patch Management audit reviewed controls in place to manage these processes. Audit recommendations included improving communication about accountability and remediation efforts, increasing the accuracy of vulnerability scans, utilizing enterprise tools more effectively, and increasing the amount of infrastructure that is scanned on a regular basis. Management expects to complete its action plans by July 2021.



**Iowa State University  
Disability Accommodations**

*Issued February 5, 2020*

Status: Open

Federal law requires postsecondary institutions to make accommodations to ensure that academic programs are accessible to the greatest extent possible by all students with disabilities. Federal law also requires employers to take reasonable steps to accommodate disabilities. Academic, housing, and non-academic accommodations allow students with disabilities to benefit equally from the educational process. Iowa State University (ISU) Student Accessibility Services helps enable access to education and university life for students with disabilities. Workplace accommodations enable employees with disabilities to perform the essential functions of a job efficiently. ISU employees and applicants may request accommodations for a disability through ISU University Human Resources. Procedures to grant accommodations were reviewed to provide reasonable assurance that processes and internal controls are in place and functioning effectively. Implementing audit recommendations will help secure sensitive accommodation records. Management expects to complete its action plans by July 2020.



**Iowa State University  
Controlled Substances in Research Laboratories**

*Issued February 5, 2020*

Status: Open

The Iowa State University Controlled Substances in Research Laboratories audit was completed to evaluate key administrative and financial processes and provide reasonable assurance that internal controls are in place and operating as intended. Audit recommendations include convening a working group to develop governance guidelines and addressing items of noncompliance. Management expects to complete its action plans by October 2020.



**University of Northern Iowa  
Active Directory**














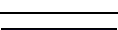

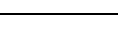





*Issued February 5, 2020*

Status: Open






Active Directory (AD) is a Microsoft application that stores information about and enables standardized management of information technology (IT) resources, services, and user accounts. This information is stored on domain controllers, which are computers dedicated to operating the AD environment. Testing included reviewing the three directories' domain controllers and user accounts and the environmental and location controls for the two data centers. Audit recommendations focused on the security controls of the three directories' domain controllers and the integration of one of the directories. Management expects to complete its action plans by August 2020.

**STATUS OF AUDIT FOLLOW-UPS**


**University of Iowa**

<b>Title</b>	<b>Report Date</b>	<b>Original Follow-Up Date</b>	<b>Revised Follow-Up Date</b>	<b>Action Status</b>
1. Post-Acute Care	Nov 8, 2018	April 2019	March 2020	
2. UIHC Violence Protocols	March 28, 2018	May 2019		
3. Prepaid Services	Aug 15, 2018	Aug 2019		
4. Department of Earth and Environmental Sciences	Nov 8, 2018	Aug 2019		
5. Emergency Preparedness	Oct 31, 2017	Nov 2019	Jan 2020	
6. Family Medical Leave Act	Sept 18, 2019	Nov 2019		
7. Iowa Consortium for Substance Abuse	June 5, 2019	Jan 2020		
8. Building Access Security	Aug 15, 2018	Feb 2020		
9. Department of Internal Medicine	Sept 18, 2019	Feb 2020		
10. UIHC Diversion and Impairment Investigations	Sept 18, 2019	Feb 2020		
11. Facilities Management Bidding Processes	Sept 18, 2019	March 2020		
12. Department of Radiology	June 5, 2019	April 2020		
13. Iowa Electronic Markets	Sept 18, 2019	April 2020		
14. Rape Victim Advocacy Program	Nov 13, 2019	May 2020		
15. Sleep Disorders Clinic	Nov 13, 2019	July 2020		
16. Department of Public Safety Information Technology	June 5, 2019	Aug 2020		
17. Paciolan Ticket System	June 5, 2019	Aug 2020		
18. Computer Management	Feb 27, 2019	Sept 2020		
19. Human Subjects Office, Institutional Review Board, and Other Review Committees	Nov 13, 2019	Jan 2021		
20. UIHC Facility Preventative Maintenance	Nov 13, 2019	Jan 2021		
21. Pharmacy Prior Authorizations	Nov 13, 2019	Feb 2021		





**Iowa State University**

<b>Title</b>	<b>Report Date</b>	<b>Original Follow-Up Date</b>	<b>Revised Follow-Up Date</b>	<b>Action Status</b>
22. Department of Psychology	Feb 27, 2019	May 2019		
23. Department of Natural Resource Ecology and Management	Feb 27, 2019	Aug 2019		
24. Employee International Travel	June 5, 2019	Jan 2020		
25. Center for Survey Statistics and Methodology	Sept 18, 2019	Jan 2020		
26. Extension and Outreach Operations	Sept 18, 2019	Feb 2020		

**University of Northern Iowa**

<b>Title</b>	<b>Report Date</b>	<b>Original Follow-Up Date</b>	<b>Revised Follow-Up Date</b>	<b>Action Status</b>
27. University Relations	Sept 18, 2019	May 2020		

**Follow-Up Legend**

	<ul style="list-style-type: none"> <li>Planned corrective action and/or follow-up report not completed within six months of originally scheduled date.</li> </ul>
	<ul style="list-style-type: none"> <li>Planned corrective action and/or follow-up report not completed within three months of originally scheduled date.</li> </ul>
	<ul style="list-style-type: none"> <li>Follow-up report is due and is within three months of originally scheduled completion date.</li> </ul>
	<ul style="list-style-type: none"> <li>Follow-up report not yet due.</li> </ul>