

AFFILIATE PROGRAM SERVICES DIVISION

Other Post Employment Benefits (consulting)

BENEFIT SERVICES DIVISION

Death benefits processing

Benefit disbursements and calculations

CUSTOMER ACCOUNT SERVICES DIVISION

Complementary Annuitant Premium Program (CAPP)

Service credit purchase

Update and maintain health plan eligibility

CUSTOMER SERVICE AND OUTREACH DIVISION

Customer service business processes

ENTERPRISE COMPLIANCE DIVISION

Ethics helpline inquiries

ENTERPRISE RISK MANAGEMENT DIVISION

Mobile computing

Enterprise risk and business plan reassurance (consulting)

FISCAL SERVICES DIVISION

Budget management (finalize prior year)

Cash management

Coordination of annual CalPERS financial statements

Review and analysis of CalPERS financial statements

Coordination of management letter from external auditor related to the financial statement audit

Contract audit – annual financial statement audit/other attestation - \$699,475

Financial Office initiatives

Financial Reporting Committee

Management representation letter accountability (finalize prior year)

Year-end accounting reconciliation and closing

HEALTH PLAN ADMINISTRATION DIVISION

Contract development for HMO, TPA, and PBM

Financial ratio analysis of HMOs and PPOs contracting with CalPERS

Review of HMO and Association Plans performance and contract compliance (CAHP)

Review of third party administrator of Long Term Care Program

Review of third party administrator of Self-funded Program

Self-funded health plan administration – internal management of program

HEALTH POLICY RESEARCH DIVISION

Dependent eligibility initiative (consulting)

Early Retiree Reinsurance Program

INFORMATION TECHNOLOGY SERVICES BRANCH

Computer operations management
Configurations, change, and release management
Data administration
IT human resources management
Management of system incidents and problems
Service level management
Security event and incident management

INVESTMENT OFFICE

Alternative investment management external partner review
Alternative investment management IBOR portfolio management solution (consulting)
AREIS real estate system
Compliance with CCR 559, disclosure of placement agent fees, gifts, and campaign contributions (finalize prior year)
Coordinate contract real estate compliance audits
External manager partner review (global equity/fixed income)
Monitor and resolve real estate audit findings
Real estate compliance audits
Contract audit – specialty investment compliance audits – not to exceed \$1,500,000

OFFICE OF AUDIT SERVICES

Public Agency Reviews

Review of contracting agencies (47 reviews in 2012-13)

Public agency special projects and requests

Public agency risk assessment

Multi-Divisional Projects

Audit follow-up and resolution

Cloud computing

Enterprise-wide risk assessment and audit plan

Financial Integrity and State Manager’s Accountability (SAM 20060)

Fraud risk assessment

Governance process (Standard 2110)

IT project and quality management

Management consulting projects and ad hoc requests

my | CalPERS user access controls

Validate corrective actions for Special Review

OFAS Internal Activities

Audit Command Language (ACL) team assistance

Auditor onboarding

Diversity representative

Division legislative representative

PC Contact

Professional organizations

Quality Assurance and Improvement (ISPPIA 1300)

Quarterly status report

TeamMate audit software facilitation

United Way California State Employees Campaign

TOTAL HOURS BY AUDIT PROGRAM

Staffing Resources by Program

Audit hours in 2012-13

Assurance and Consulting Services	29,860
Public Agency Reviews and Other Projects	21,515
Total ⁽¹⁾	51,375

(1) Total hours are adjusted to reflect vacations, leave, training, and other hours unavailable for audit activities.