



Interoffice Memorandum

TO: Tracee Shields, Auditor III
Anthony Nicks, County Auditor

FROM: LeNora Ponzio, Chief Clerk, State Court

DATE: December 9, 2016

SUBJECT: Management's Response to Audit Findings

Please see the management response to the 2015 Internal Audit findings are below. We are prepared to discuss any other outstanding issues or concerns during our exit meeting. If any additional information is needed, please do not hesitate to contact me.

1. State Court is in the process of reorganizing the office and will repurpose positions to ensure that duties are separated. The Director of Administration and Court Services will oversee the cross-training as we move towards 100% segregation of duties. Revised duties and responsibilities will be distributed to staff during our year-end reviews.
2. Recommendation implemented.
3. Recommendation implemented.
4. Recommendation implemented.
5. Recommendation implemented.
6. The implementation of Odyssey in late 2013 has not allowed State Court to automate 100% of its processes. A complete business process review is underway, and with the implementation of mandatory e-filing in mid-2015 and electronic citation payments, the number of manual faults will continue to decrease. Management has been working with Odyssey representatives to ensure that all reports are useful and provide State Court's Treasury Division the data needed to complete timely reconciliations.
7. As stated above, Odyssey lacks the functionality (garnishments / litigant's account reports specifically) which causes State Court to complete a manual reconciliation each month for its disbursements. State Court is currently working with Fulton County IT and Odyssey representatives to complete a full assessment of the system inadequacies and to make all necessary adjustments to implement an automated financial system.
8. Recommendation implemented.

9. Recommendation implemented. Additional internal controls have been implemented to ensure that all legal efforts are made to collect outstanding fees.
10. Recommendation implemented.
11. While overseeing the Abandoned Motor Vehicle process, State Court did not execute any disbursements without a judge's Order. This policy was implemented as a result of numerous fraudulent filings and external investigations led by the Department of Revenue as a result of these filings. As of January 2016, State Court is no longer responsible for this process, and has taken the time to partner with Fulton County IT to troubleshoot Odyssey shortcomings in an effort to provide corrective recommendations to automate the process.