The Executive Summary should be interpreted within the context of the complete engagement report.

March 2020

BACKGROUND

In 2018, PROS (Parks Recreation and Open Spaces) transitioned from the ActiveNet Recreation Management software to the PerfectMind Membership Management software and the Worldpay Payment Processing service. The transition was part of becoming compliant with Payment Card Industry (PCI) requirements.

Reconciliation issues between the new system and the City's bank accounts arose when the City implemented new payment processing devices. Nancy Freed, Deputy City Manager, asked Internal Audit to develop a timeline of events and lessons learned for the software implementation team.

PerfectMind and Worldpay Reconciliation Review

SCOPE
Our scope included the PerfectMind Membership Management software, the Worldpay Payment Processing service, and activities that occurred between May 2019 and August 2019.

OBJECTIVES
The objectives of this engagement were to determine:
- What was expected to happen?
- What actually happened?
- When did city staff and management become aware of the reconciliation issues?
- What has been done to resolve the issues (if resolved)?
- What lessons can be learned to apply in the future?

KEY RECOMMENDATIONS AND RESPONSE
RECOMMENDATIONS
Internal Audit made recommendations regarding:
- Vendor evaluation, third-party risks, and staff involvement
- Device testing and deployment
- Managing vendor performance
- Communication
- Documenting vendor interactions

MANAGEMENT RESPONSE
The Information Technology Program Management Office agreed to implement the Internal Audit recommendations.

Internal Audit issued an internal memo to the concerned Departments.