The Work Environment After COVID

Objectives:

- **Understand the Work Environment of the Office of the State Auditor - Pre-COVID**

- **Demonstrate the Work Environment - Post-COVID**

- **Demonstrate Objectives of the Post-COVID Work Environment**

- **Demonstrate Lessons Learned (from Others)**

The Work Environment After COVID

What We Do:

- **$50+ B North Carolina State Government**

- **$21 B Federal Grants**

- **16 Universities, NC School of Math & Science, UNC Hospital**

- **58 (-) Community Colleges**

- **12 Component Units**

The Work Environment After COVID

What We Do - Types of Audits Performed:

- **Financial Statement Audits**
  - State Agencies; Universities, Community Colleges

- **Compliance Audit of Federal Grants**
  - State Agencies; Universities, Community Colleges

- **IT Audits - Discretionary**

- **Performance Audits – Discretionary/Required**

- **Investigative Audits – Hotline Complaints**

The Work Environment After COVID

Who We Are - Staffing:

- **Financial Statement Audit Division**
  - **Financial Statement/Federal Grant Auditors**
  - **Staff Auditors – 40**
  - **Managers - 12**
  - **Sr. Managers - 4**
  - **Directors - 2**

- **IT Audits –**
  - **Staff Auditors - 15**
  - **Managers - 4**
  - **Director - 1**

The Work Environment After COVID

Who We Are – Staffing (cont'd):

- **Performance Auditors**
  - **Staff Auditors - 11**
  - **Managers - 4**
  - **Directors - 1**

- **Investigative Auditors**
  - **Staff Auditors - 10**
  - **Managers - 3**
  - **Director - 1**

The Work Environment After COVID

Who We Are – Locations:

- **Raleigh**

- **Wilmington**

- **Greenville**

- **Kernersville**

- **Asheville**

* Branch Offices – 1 Team per Office

The Work Environment After COVID

Work Environment – Pre-COVID:

- **Work Week – 5 days/Week**

- **Office Hours – 8:00 – 5:00**

- **Staff In/On-Site Every Day**

- **Flexible Work Schedules**

- **Charter/Vision/Mission**

- **Metrics – Outputs vs Outcomes**

The Work Environment After COVID

Work Environment – Pre-COVID (cont'd):

- **Every Staff Person Assigned Work Station**
    - **Setup**
- **Audit/Investigative Planning Meetings**
- **Tactical Meetings**
- **Training – Formal/OJT/Bootcamp**
- **Audit Deadlines/Budgets**

The Work Environment After COVID

Work Environment – Pre-COVID (cont'd):

- **Staff:**
  - **Baby Boomers – 7%**
  - **GenX – 34%**
  - **Millennials – 59%**

- **Front Line**
  - **Baby Boomers -21%**
  - **Gen X – 74%**
  - **Millennials – 5%**

- **Senior Leadership**
  - **Baby Boomers – 5%**
  - **Gen X – 37%**
  - **Millennials 48%**

Work Environment – Pre-COVID (cont'd):

- **General Assembly – Pilot Project**

- **Real Estate Reduction/Economies**

- **Footprint Reduction**

- **OSA – Volunteer**

- **THEN COVID!!!**

The Work Environment After COVID

Work Environment – Post-COVID:

- **Hybrid Work Environment**
  - **Days in the Office**
  - **Days Remote**

- **Office/Work Footprint 2/3 the Size**

- **Two Working Schedules For Most Staff**
  - **Schedule A – 1ˢᵗ Week-3/2; 2ⁿᵈ Week 2/3**
  - **Schedule B – 1ˢᵗ Week-2/3; 2ⁿᵈ Week 3/2**

The Work Environment After COVID

Work Environment – Post-COVID(cont'd):

- **Schedule A**
  - **1st Week – M/T/W**
  - **2nd Week – Th/F**

- **Schedule B – the Opposite**
  - **1st Week – M/T/W**
  - **2nd Week – Th/F**

- **All Team Members Work Same Schedule**

Work Environment – Post-COVID(cont'd):

- **Auditors' Schedules Determined First**

- **Administrative/Support Staff Schedule Based on Needs of Auditors**

- **Hybrid Work Agreement/Approach**
  - **Safety**
  - **Virtual Etiquette**
  - **Office Space**

The Work Environment After COVID

Work Environment – Post-COVID(cont'd):

- **Communication Increased**

- **Adjustments Flexible Schedules**

- **Hoteling/Assigned Space**

- **More Workspace Setup for Collaboration/Team Work**

- **Work Week More Intentional**

  - **"Heads Down" Work vs Team Work**

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NC$OSA
The Taxpayers' Watchdog

The Work Environment After COVID

Work Environment – Post-COVID(cont'd):

- **Some "Musts" Prescribed**

  - **New Employee Orientation**

  - **Planning Meetings**

  - **OSA Staff Meetings**

  - **Leadership Forum**

  - **Senior Leadership Team Meetings**

  - **Any Performance Feedback Sessions (e.g., Interim Reviews, Annual Performance Evaluations, Documented Coaching Sessions, etc.)**

  - **Weekly Tactical Meetings**

  - **Team Visits**

  - **Client Meetings – Interviews/Findings Discussions/Data Needs**

* Developed with Charter/Mission/New Vision in Mind

The Work Environment After COVID

Lessons Learned (From Others):

- **Follow the Science**

- **100% Remote/100% In-Office**

- **Hybrid Environment 3/2 – What Days?**

- **Hybrid for Everyone?**

- **It Is All About the Job Function**

- **The "Hub"**

- **Productivity Measures**

The Work Environment After COVID

Lessons Learned (From Us):

- **Communication/Communication/Communication**

- **Inclusion of Everyone Along the Way**

- **ALL About the Vision/Mission**

- **More Engaged…….Less Rules**

The Work Environment After COVID

QUESTIONS?