

## **Audit Services Performance Measurements Catalog**

### **1. Existing Performance Measures**

- a. Conformance with the Standards based on Quality Assurance and Improvement Program Results (External assessment completed every five years and the next one is scheduled for 2026.)
- b. Percent of audit customers satisfied with audit engagement.
- c. Percentage of audit plan completed.
- d. Average years of audit experience.
- e. Average years with CalSTRS experience.
- f. Percentage of audit staff who have professional certifications.
- g. Percentage of audit staff who meet continuing professional education requirements.
- h. Percentage of internal audits to CalSTRS' strategic plan and enterprise risks.
- i. Percentage of hours spent on audit engagements.
- j. Percentage of hours spent on administrative activities.
- k. Audit staff engagement survey scores (occurs every two years).
- l. Percentage of audit findings resolved within 1 year.
- m. Percentage of employer audits engagements that included travel.
- n. Number of advisory or audit requests.
- o. Percentage of audits within budgeted hours.

### **2. Potential Performance Measurements to Align with Audit Services Strategic Plan**

- a. Annual stakeholder satisfaction with Audit Services.
- b. Completion rate of individual training plans.
- c. Percentage of audits using data analytics.
- d. Number of data analytics requests received by the dedicated audit data solutions team.
- e. Types of data analytics requests received by the dedicated audit data solutions team.
- f. Audit activities replaced or shortened through use of data analytics.
- g. Percentage of diverse audit staff.
- h. Number of requests received from executive management within the fiscal year.
- i. Number of meetings with management per quarter/year.
- j. Number of meetings or presentations with external stakeholders per fiscal year.
- k. Audit and Risk Management Committee's satisfaction with Audit Services.