



January 23, 2024

Office of Internal Auditing

Audit Committee

**Project Results – Customized Contract Training Controls Review
(Audit Project)**

MINNESOTA STATE

Internal Audit Background & Objectives



Conclusion

Specific areas of challenges hindering the success and growth of customized contract training include:



Risk

Why does it matter?



Improvement Opportunities and Recommendations

System-wide strategic goals and governance structure



Document a strategic plan to provide direction and target goals to further grow and mature customized contract training and the system office should consider ways to support institutions in the achievement of the strategic goals

Policies, procedures, and training



Evaluate and document the processes in place supporting customized contract training with guidance and a deadline from Workforce and Economic Development

Internal controls



Define minimum guidance for design of internal controls and disseminate to all institutions to ensure updating of policies and procedures, documentation of key controls, and use of a CRM

Customer relationship management system and other best practices



Create a plan to implement Salesforce, leveraging existing system-wide contracts and guidance and consider other best practices to mature and grow customized contract training



Management Response Next Steps

The executive director for Workforce and Economic Development has developed responses related to next steps to implement the recommendations presented in this review.

Shannon Bryant

Executive director for Workforce
and Economic Development

