



January 23, 2024
Office of Internal Auditing

Audit Committee

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

MINNESOTA STATE

Internal Audit Background & Objectives

Our review focused on:

- Governance structures and strategic priorities to guide decision-making on strategy, curriculum, business operations, resourcing, and use of systems
- Business practices and procedures for customized contract training
- Internal controls to ensure adherence to regulations, policies, and procedures
- Best practices to share across the colleges and universities

Conclusion

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

Establishing system-wide strategic goals and governance structure

Developing customized contract training policies, procedures, and training

Designing internal controls to support the evolution of customized contract training

Utilizing a customer relationship management (CRM) system and other best practices

Risk

Why does it matter?

Without a defined strategy, clear targets, and standardized systems and practices, the system will continue to struggle to unify individual customized contract training teams and grow customized contract training across Minnesota State.

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.

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