



THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

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August 19, 2022

To: Asuntha Chiang-Smith, Executive Director
William Spencer, Corporate Human Resources Director

From: Renee Kenney, Inspector General *Renee M Kenney*
Wanda King, Assistant Inspector General *Wanda King*

Subject: Follow up Review for the Management Advisory-Life Insurance Administration-CW-001-2022

We have completed the follow-up review for the Management Advisory-Life Insurance Administration, No. CW-001-2022, dated October 20, 2021. The following is the result of the review:

Rec. #	Issue/ Recommendation	Expected Completion Date	Status
1	Incomplete Reconciliation of Life Insurance Enrollment	December 2021	Resolved
2	Lack of Oversight of Life Insurance Enrollment Process	December 2021	Resolved
3	Inadequate Standard Operating Procedures	August 2021	Resolved
4	Low Enrollment in Basic Life Insurance and Accidental Death and Dismemberment	November 2021	Resolved
5	Lack of Adequate Automated Processes	October 2021	Partially Resolved

Management provided sufficient additional information and clarification for us to conclude four of the five audit recommendations reviewed have been satisfactorily addressed and implemented. One is partially resolved as some degree of progress has been made but is not yet complete. The following details the status of the partially resolved recommendation:

Recommendation #5: Lack of Automated Processes

Status: Partially Resolved

Background and Discussion: Per Employee Health & Benefits (Benefits), the decision to remove life insurance enrollment from Employment Self Service (ESS) was due to the significant manual work effort required to ensure employees were enrolled in the correct life insurance products. This decision was made without consultation with the Office of the Chief Information Officer (OCIO) to gain a better understanding of Infor/Lawson capabilities.

OIG recommend the following:

- Benefits staff, at the leadership of the Benefits Manager, take online Infor classes and review application manuals to refamiliarize themselves with the capabilities of Infor as it relates to ESS and Benefits modules.
- Engage IT staff assigned to assist Benefits with ESS and ERP benefits applications to discuss automation challenges and possible solutions.
- Perform a gap analysis of where manual processes are currently and where Benefits would like to be regarding automation.
- Introduce more automated reports, spreadsheet reconciliations and email communications into current work practices to reduce manual work.

Management responded they “were in full support of the recommendations.”

Follow up Review: The Health & Benefits manager reviewed some of the online Infor module classes. Because the modules are technically oriented, they do not apply to the staff’s work needs.

The OCIO initially assigned one of its external consultants to assist Health & Benefits with defining and developing possible automated solutions. The consultant completed some work for automating ESS to include edits for the Evidence of Insurability (EOI) form. The purpose of the edits was to disallow an employee from enrolling in life insurance coverage that requires the employee to complete an EOI form. The edit would require the employee to contact Health & Benefits personnel to complete the enrollment process.

However, the consultant’s work was only completed in a test environment. Due to OCIO staffing challenges, the consultant was removed from the project before completing testing to go live, which placed the automation project on hold. Due to staff shortages and the heavy workload required to prepare for fall 2022 open enrollment, the project will resume in January 2023.¹

¹ OIG will not perform a second Follow up Audit to review the status of the partially resolved finding.

Management Advisory – Life Insurance Administration – CW-001-2022
Follow-Up

A copy of the original audit report has been included for your convenience.

Note: Low risk audit recommendations do not require OIG follow-up.

cc: Executive Committee

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Audit Committee

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