

# Customer Support Governance Audit Report (26-01)



# Audit Scope



- Period of Review: January 1, 2025 – March 31, 2026
- Audit topics:
  - Governance
  - Risk Management



## Audit Results: Issues Identified

- 26-01-01: Standards of Procedure require update and development.
- 26-01-02: Sample of Customer Support job descriptions do not accurately describe prioritized responsibilities.
- 26-01-03: Employee training documentation was incomplete during the reporting period.



## Audit Results: Recommendations

- **26-01-01:** that management organize and develop standards of procedure to address responsibilities in UTA Call Center, Lost and Found management, Customer Support for Passes and Fares, Service Alerts, and UTA's Ambassador Program.
- **26-01-02:** that management review department job descriptions to include accurate duties and supervision of prioritized responsibilities.
- **26-01-03:** that management transfer all training content and documentation into the Workday system and periodically review training records to verify accuracy.

