City of San Jose, CA

Office of Retirement Services

Internal Audit Services

Forward-thinking internal audit solutions from a firm with extensive experience in the public sector.

JAC 9.3.25

With you today

Chris Kalafatis, CPA, CIA, CFE, Principal
Role: Engagement Executive

Kory Hoggan, CPA, CIA – Principal
Role: Public Employee Retirement System SME

Stacey Gill, CIA, CISA, Director
Role: Relationship Manager

Peter Tsengas, CISA, CISM, Director
Role: Public Sector IT/Cyber SME

Kate Murdock, CIA, CGAP, Senior Manager
Role: Engagement Manager

What will success look like for the City?

At a glance

bakertilly

About Baker Tilly

6th-
largest U.S. accounting firm*

11,000+
team members, 1,000+ principals

100+
years in business

~3,400
Certified Public Accountants

$3B+
firm revenue in FY2025

100+
worldwide office locations

300+
workplace and culture awards

Dedicated public sector practice

Public sector: Experience that matters

4,200+ public sector clients

90+ years of industry experience

Serving clients nationwide

Public sector specialization

ASSURANCE
CONSULTING
MUNICIPAL
ADVISORY

MUNICIPALITIES

UTILITIES AND TRANSIT

STATE ENTITIES

TRIBAL GOVERNMENTS

HIGHER EDUCATION

NOT-FOR-PROFIT

K-12 SCHOOL DISTRICTS

COUNTIES

Risk Advisory practice

600+ Consultants

Internal audit co-sourcing and outsourcing

IT audit

Technology risk management

Data governance and privacy

SOX compliance

Resource optimization

Disaster recovery

Fraud and forensics

Board and organizational governance

Construction risk management

Operational assessment

Strategic planning and alignment

SEC regulatory compliance

SOC assessment

Cybersecurity

Enterprise risk management

Baker Tilly's risk advisory services

Your organization will have access to our deep bench of subject-matter expertise in addressing a broad range of risk areas and objectives

Local presence

California
local presence

40,000+
California clients

85+ years
of experience
serving area clients

23 offices
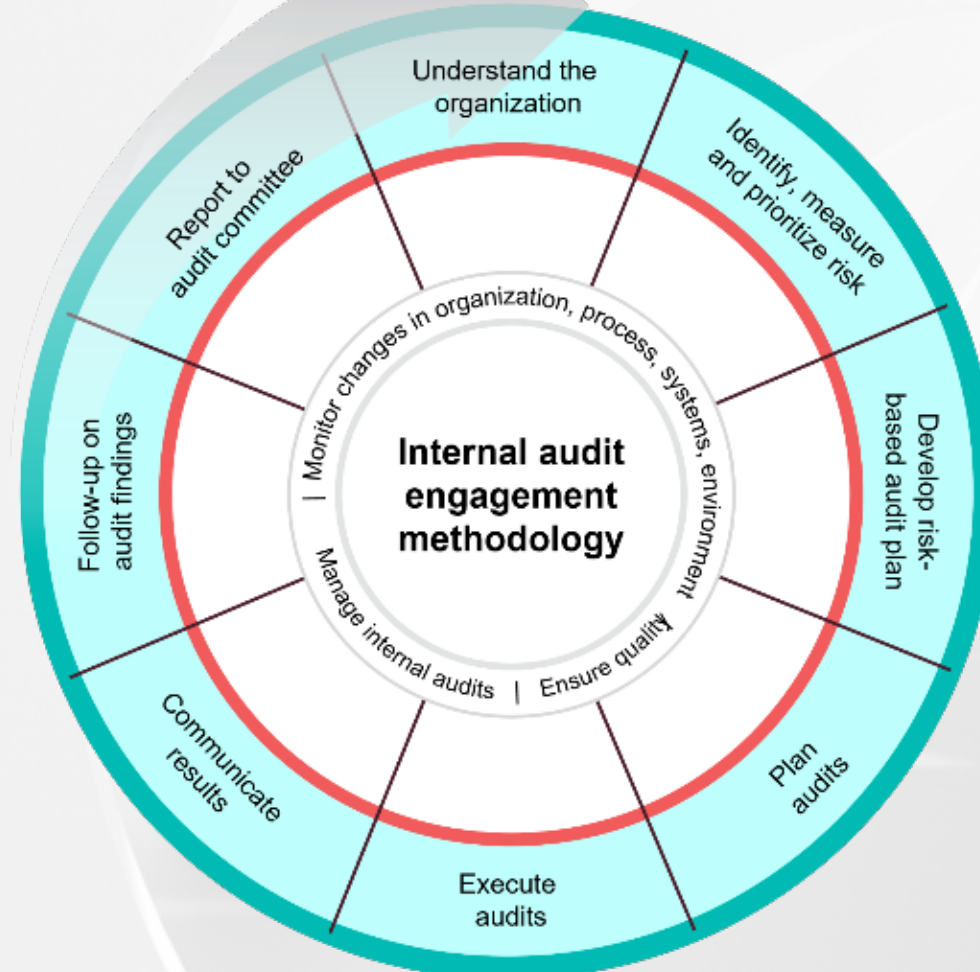in the state of California

2,700+
professionals
in California

Healdsburg
Napa
Santa Rosa
Rancho Cordova
Walnut Creek *(two locations)*
Stockton
San Francisco *(two locations)*
Redwood City
Santa Clara
Campbell
Salinas
Fresno
Woodland Hills *(two locations)*
Pasadena
Los Angeles
El Segundo
Orange County
Irvine
San Diego *(two locations)*

● *Baker Tilly office locations*

Sample retirement system clients

- American Samoa Government Employees' Retirement Fund
- Antelope Valley Hospital Medical Center Retirement Plan
- City of Portland Fire and Police Disability and Retirement Fund
- El Paso Firemen and Policemen's Pension Fund
- Houston Municipal Employees Pension System

- Los Angeles City Employees' Retirement System
- New Mexico Retiree Health Care Authority
- NYC Board of Education Retirement System
- Orange County Employees' Retirement System
- Public Employees Retirement Association of New Mexico

- Richmond Retirement System
- Sacramento County Section 457 Plan
- Spokane Employees' Retirement System
- Deferred Compensation Plan and Trust
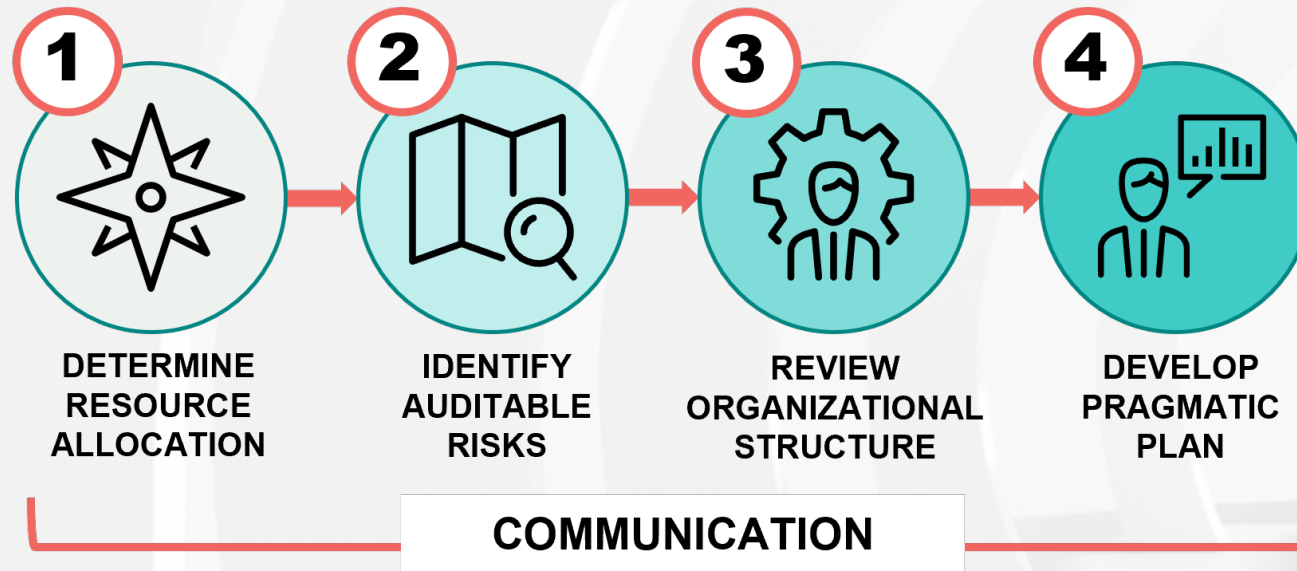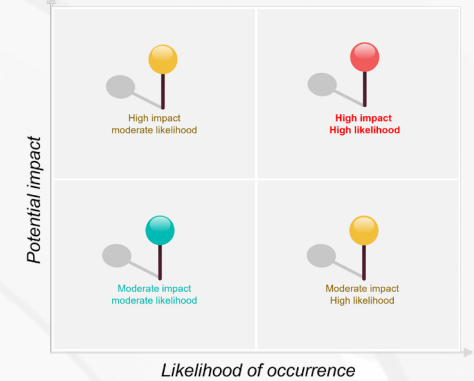- Ventura County Section 457 Plan

Outsourced internal audit methodology

Risk Assessment & Annual Audit Plan

Potential impact

High impact
moderate likelihood

High impact
High likelihood

Moderate impact
moderate likelihood

Moderate impact
High likelihood

Likelihood of occurrence

1 DETERMINE RESOURCE ALLOCATION

2 IDENTIFY AUDITABLE RISKS

3 REVIEW ORGANIZATIONAL STRUCTURE

4 DEVELOP PRAGMATIC PLAN
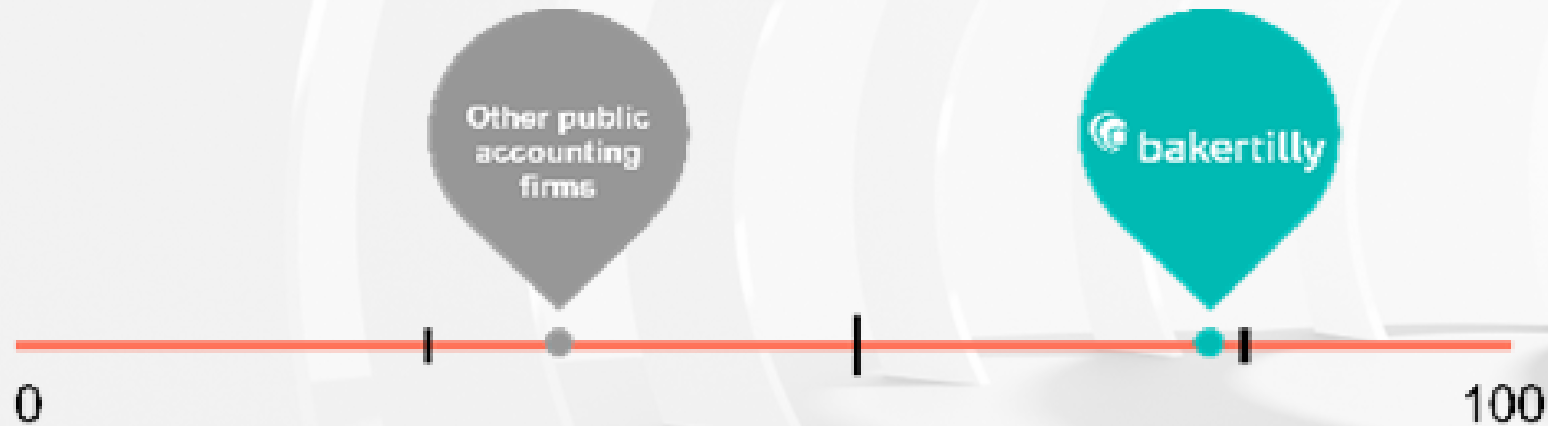
COMMUNICATION

Audit Planning Considerations:

- Risk Assessment
  - Audit activities generally target higher risk areas
- Ability to add value
  - Independent and objective analysis
- Input from the Board
  - Input on audit priorities
- Coverage and Prior Audits
  - Internal, operational and financial
- "Ripeness" and On-going Initiatives
  - Avoid duplication of efforts
- Scheduling
  - Timing of the audit vs. on-going related initiatives

Why Select Baker Tilly?

- Net Promoter Score (NPS) - gauges customer loyalty by asking how likely customers are to recommend a company to others. An NPS of over 50 is considered "excellent." In the accounting industry, the average benchmark is 41 according to a report by ClearlyRated. Baker Tilly consistently receives an **NPS of greater than 65** and the Risk Advisory practice that will lead this work scored an **89**.
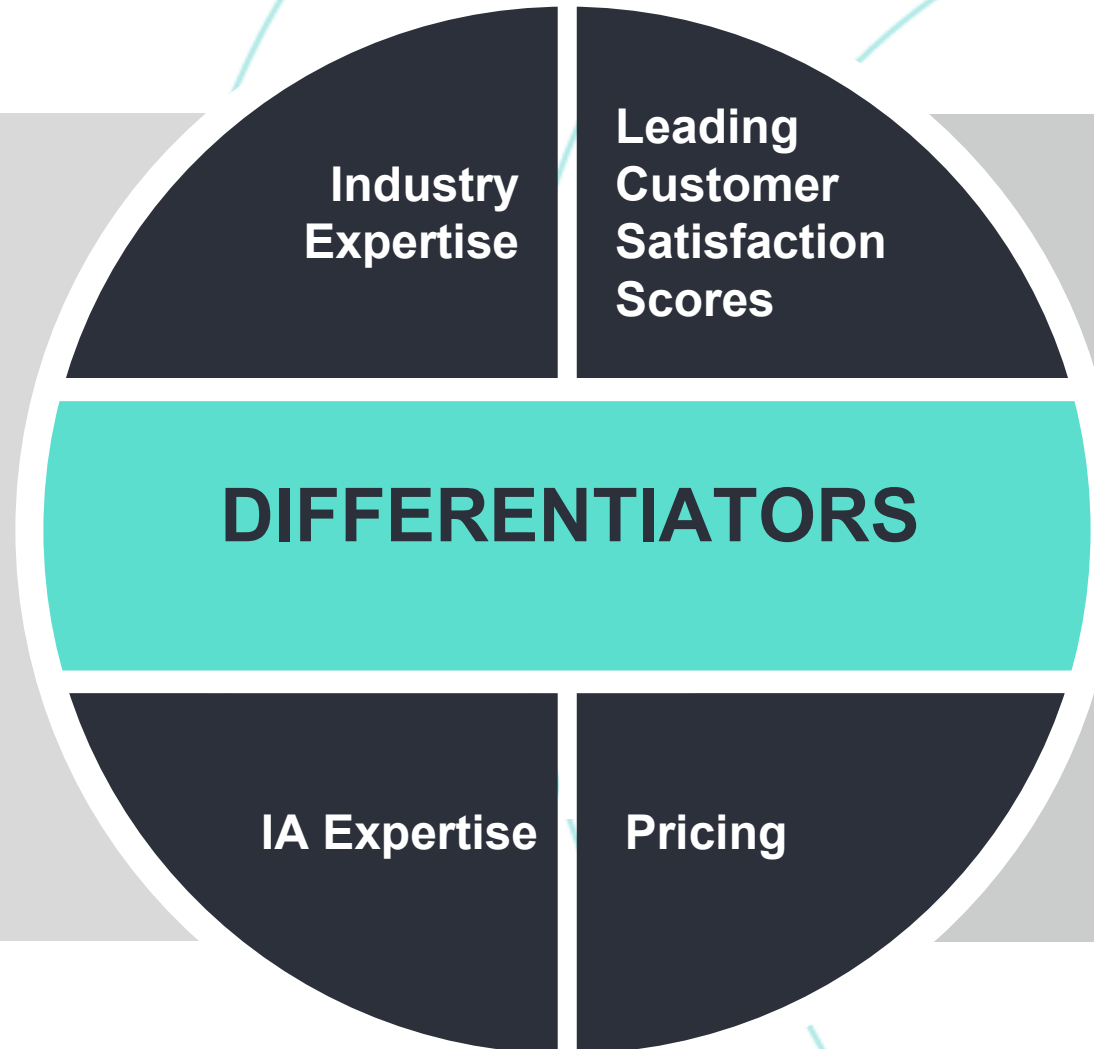

Other public accounting firms

bakertilly

0   100

- Client Satisfaction Score (CSAT) is another well-known metric. We consistently score well above the industry average of 82 (published by Retently - retently.com/blog/customer-satisfaction-score-csat/).

Why Select Baker Tilly?

- Dedicated public sector practice with retirement system experience

- Numerous IA outsource and co-source projects

Industry Expertise

Leading Customer Satisfaction Scores

DIFFERENTIATORS

IA Expertise

Pricing

- Quantifiable customer satisfaction with a NPS score that doubles the average CPA firm

- Very competitive pricing for a Top 10 firm