CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY
Office of Retirement Services

bakertilly

JAC Internal Audit Status Report
May 21, 2026

Ref#	Recommendation Summary	Status	Original Response	Updates	Priority	Date Closed
E2.F1.R4	1.4 In coordination with the PensionGold vendor (LRS), configure PensionGold to: · Show members' "preferred" phone numbers as their default contact number, instead of members' "home" phone numbers (or no phone number in some instances) in the "Advanced Search – Person" search results and Excel report downloads. · Remove or archive phone numbers that were eliminated for employees in PeopleSoft.	Proposed Complete	Agree: ORS will explore options to include or indicate in PensionGold a member's preferred number to show when using the Advanced Search. In addition, ORS will explore options to remove or archive phone numbers that were eliminated for employees in PeopleSoft. Target Date: December 2022	**May 2026:** Baker Tilly validated the audit recommendation was implemented. The audit team reviewed screenshots of the changes and the Advanced Search results showing preferred phone numbers are accessible. **February 2026:** This enhancement is scheduled to be released in late February. **April 2025:** Enhancement has been investigated and must be prioritized into a future release. **November 2024:** Partially complete, ORS has discussed this topic with the City, ORS will open a PIR and will obtain quote for the work. ORS has not received any complaints from members regarding their contact information. January 2023 Update: We will check in PeopleSoft to see if they store the preferred contact number. We will continue to work with our vendor. Expected Completion Date: TBD **Prior Year Updates:** January 2022 Update: ORS is working with the LRS to explore options to include or indicate in PensionGold a member's preferred number to show when using the Advanced Search. Expected Completion Date: June 2023	3	May 21, 2026
E2.F1.R6	1.6 In coordination with the ORS's legal counsel, update the current records retention policy to ensure it is consistent with current laws, rules, and regulations and that it is also sufficiently specific for information in PensionGold. Identify and update PensionGold accounts that may not comply with the updated records retention policy.	Proposed Complete	Agree: ORS will work with legal counsel to review and update the current records retention policy. Target Date: December 2022	**May 2026:** Baker Tilly validated the audit recommendation was implemented. The audit team noted that the original recommendation requires updating the City of SJ's Records Retention policy which is outside of ORS' control. While ORS has taken steps to implement this recommendation, it is unclear when the City will update their parent Record Retention policy. **March 2026:** Staff reviewed retention schedule with legal counsel and no updates to PensionGold are required. **February 2026**: ORS responded to the last set of CMO questions on Jan 20. The proposed changes are open for 30 day comment window. If no concerns are raised, the updates will be incorporated into the official retention schedule. **October 2025:** Retention Policy updates have been submitted to the City and are under review. **April 2025:** Recommended changes to the City's Retention Schedule are being sent to CMO. **November 2024:** ORS is working with our General Counsel on this topic **January 2023:** ORS continues to work on reviewing the policy, and management will have ongoing meetings to discuss. **Prior Year Updates:** January 2022 Update: ORS is working on reviewing the current records retention policy. Expected Completion Date: December 2022	3	May 21, 2026
E4.F1.R2.b	b. Verification and correction of plan members' accounts based on the IAD's documentation for this audit, which was provided to ORS staff and management, and based on ORS management's risk tolerance, a decision on how far back (i.e., prior to July 1, 2020) to extend the IAD's analytic procedures, or similar procedures, to identify and correct errors in the pensionable salaries and pensionable hours worked posted to plan members' accounts in PensionGold.	Proposed Complete		**May 2026:** Baker Tilly validated the audit recommendation was implemented. The audit team reviewed relevant exception reports and screenshots showing corrections were made in the system. **March/April 2026:** Staff identified a pensionable pay correction project that corrected the issue. **May 2025:** Exec management will discuss with IT and Accounting to determine if this is applicable and next steps before next audit meeting. **January 2023:** Not provided Expected Completion Date: TBD	2	May 21, 2026