

**DEPARTMENT OF ECONOMIC OPPORTUNITY  
TAMPA CONVENTION CENTER  
EVENT SERVICES  
AUDIT 17-21  
DECEMBER 14, 2017**



# CITY OF TAMPA

Bob Buckhorn, Mayor

Internal Audit Department

Christine Glover, Internal Audit Director

December 14, 2017

Honorable Bob Buckhorn  
Mayor, City of Tampa  
1 City Hall Plaza  
Tampa, Florida 33602

RE: Tampa Convention Center Event Services, Audit 17-21

Dear Mayor Buckhorn:

Attached is the Internal Audit Department's report on Tampa Convention Center's Event Services.

We thank the management and staff of the TCC Event Services for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover

Christine Glover  
Internal Audit Director

cc: Dennis Rogero, Chief of Staff  
Sonya Little, Chief Financial Officer  
Ernest Mueller, Chief Assistant City Attorney  
Bob McDonough, Administrator of Economic Opportunity  
Rick Hamilton, Convention Center and Tourism Director  
Eric Blanc, Director of Sales, Marketing & Convention Services  
Suzanne Seder, Director of Convention Services

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*/s/ Debbie Abbott*

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Auditor

*/s/ Christine Glover*

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Audit Director

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**BACKGROUND**

The Tampa Convention Center (TCC) sits on the banks of the Hillsborough River and boasts four levels and 600,000 square feet of space. This includes 200,000 square feet exhibit hall, 84,000 square feet of useful pre-function areas, a 36,000 square foot ballroom and 36 breakout rooms. Nearly \$13 million in revenue was generated by TCC for fiscal year ended September 30, 2016.

TCC has experienced staff that can assist with all the details of planning a conference or other event. Event Services consists of six Convention Services Managers (CSM) and a Director. CSMs work with meeting planners to create successful events. They are the TCC point of contact with the client, providing customer service and working with the client planning events from start to finish.

In 2015, TCC purchased Ungerboeck, an Event Management System, to track and monitor events more efficiently. The system captures data from the signed contract to event completion, including event floor plans, work and service orders, coordination of move-in and move-out of the event, and more.

**STATEMENT OF OBJECTIVES**

This audit was conducted in accordance with the Internal Audit Department's FY2017 Audit Agenda. The objectives of this audit were to ensure:

1. The system of internal controls over TCC's Event Services is adequate.
2. The reliability of the data in the Ungerboeck system is complete and accurate.

**STATEMENT OF SCOPE**

The audit period covered activity that occurred from April through September 2017. A data reliability assessment was performed on the Ungerboeck system to determine the reliability of the data in the system. Original records as well as copies were used as evidence and verified through observation and physical examination.

**STATEMENT OF METHODOLOGY**

The following techniques were used to accomplish our objectives:

1. Interviewed key personnel to determine whether adequate controls over the internal processes had been established.
2. Performed a data reliability assessment over the Ungerboeck system that is used to manage events taking place at TCC to ensure accuracy and completeness of the data.
3. Evaluated the effectiveness of controls over the process followed by Event Services staff.

For data reliability testing, a random number generator was used to select 10 events from a population of 111 for the period April 2017 through September 2017. Five events were traced from the contract to the invoice, and five events were traced from the invoice back to the contract. At the conclusion of this work, we conducted a risk analysis and found no substantial risk existed to merit additional testing.

### **STATEMENT OF AUDITING STANDARDS**

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

### **AUDIT CONCLUSIONS**

Based upon the test work performed, we conclude:

1. The system of internal controls over TCC's Event Services is adequate.
2. The reliability of the data in the Ungerboeck system is complete and accurate.