

Issue #:

IS-001237

Issue Name:

Execution of review controls supporting certain payroll suspense accounts require improvement to ensure suspense items are appropriately identified, aged, and remediated in a timely and accurate manner.

Root Cause Explanation:

The root cause is due to the manual process associated with aging suspense items and resource turnover within the function which resulted in failure to obtain the necessary details for each item in

order to adequately understand them and track them to resolution.

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8 of 9

Issue Rating:

Low Repeat Issue: No

Status: Open Issue Target Date: 05/31/2024

Operating Division:

HR-Operations

Risk Category:

12. Product, Operations and Trading

Risk Sub-Category:

12.1 Operations

Root Cause Category:

Process