OFFICE OF
THE CITY AUDITOR

REPORT
Recommendation Follow-up

Administration closed 3 recommendations.

There are 14 outstanding recommendations: 11 are not yet due and 3 are overdue.

May 27, 2022

Edmonton

Closed Recommendations

In the period since our last report (February 22, 2022) the Administration has **closed 3 recommendations.**

	Project Name	Department	Recommendation	Original Due Date	Closed Date
1.	Electrical Services Contract Management Audit	City Operations	Rec 2 - Only pay invoices with correct rates and all required supporting documentation	February 28, 2022	March 1, 2022

Administration redefined the supporting documentation requirements for different types of electrical services. They have added other mechanisms to monitor the work completed via operational system checks, field inspections or other means as applicable.

	Project Name	Department	Recommendation	Original Due Date	Closed Date
2.	Use of IT Contracted Resources	City Operations	Rec 1 - Strengthen requisition of IT contracted resources through the IT staff augmentation contract	March 31, 2022	May 19, 2022

Administration made changes to the IT staff augmentation process by adding requirements for documented support for justification for hiring IT contracted resources and providing guidance for what is a suitable business case justification for paying higher rates.

	Project Name	Department	Recommendation	Original Due Date	Closed Date
3.	Forestry Services Audit	City Operations	Rec 6 - Review performance measures	May 30, 2022	May 20, 2022

Administration has reviewed and updated their publicly reported performance measures to ensure:

- understandability of the methodology used to calculate measures,
- accuracy in determining whether the target was achieved,
- reasonability of targets, and
- comparability of results over different years.

  Future measures will be reviewed to ensure these criteria are met.

Overdue Recommendations

There are three overdue recommendations.

No recommendations are **more than one year overdue.**

Three recommendations are **less than one year overdue.**

Project Name	Department	Recommendation	Months Overdue	Due date
1. Forestry Services Audit	City Operations	Rec 1 - Review pruning target	**5**	November 30, 2022 **Original due date:** November 30, 2021

Administration has updated its information and tracking capabilities for pruning. They are working on reviewing current service levels, budgeted workloads, and factors influencing productivity and capability. They require additional time to gather data to revise the budgets and targets for pruning.

Project Name	Department	Recommendation	Months Overdue	Due date
2. Information Technology – Disaster Recovery Planning	Financial and Corporate Services	Rec 1 - Fully implement the disaster recovery program	**4**	June 30, 2023 **Original due date:** December 31, 2021

Specific information related to this recommendation was not shared publicly due to *Freedom of Information and Protection of Privacy Act* exemptions. Some of the information could pose a risk to the City if malicious actors were made aware of it; as a result, any discussion related to this recommendation should be done in private.

3.	Use of IT Contracted Resources	City Operations	Rec 2 - Review supporting documentation for non-competitive procurements	**1**	June 30, 2022
					Original due date:
					March 31, 2022

The Corporate Procurement and Supply Services Branch staff has developed a new Procurement Standard that addresses this recommendation. The new standard is under review and awaiting senior management approval.

Recommendations Not Yet Due

There are 11 recommendations that are **not yet due**.

Project Name	Department	Recommendation	Months until due	Due date
1. Snow and Ice Control Audit	City Operations	Rec 7 - Document service level commitments and operational arrangement	**1**	June 30, 2022
2. Reserve Fund Governance and Management Review	Financial and Corporate Services	Rec 1 - Update the governing document to promote the consistent administration and use of reserve funds	**4**	September 30, 2022
3. Snow and Ice Control Audit	City Operations	Rec 3 - Improve change management processes	**4**	September 30, 2022
4. Snow and Ice Control Audit	City Operations	Rec 10 - Improve staff oversight	**4**	September 30, 2022
5. Forestry Services Audit	City Operations	Rec 5 - Update guiding documents	**6**	November 30, 2022
6. Social Development Audit	Community Services	Rec 2 - Evaluate activities and outcomes	**7**	December 30, 2022
7. Snow and Ice Control Audit	City Operations	Rec 8 - Develop cost-reduction and revenue generation opportunities	**7**	December 31, 2022

8.	Project Management of Transportation Infrastructure Audit	City Operations	Rec 1 - Project quality measurement and reporting	**7**	December 31, 2022
9.	Historic Resource Management Program Audit	Community Services	Rec 3 - Assess historic resources' condition	**19**	March 31, 2023
10.	IT General Controls - Process Ownership Audit	Financial and Corporate Services	Rec 1 - Update and fully implement IT governance framework	**25**	June 30, 2024
11.	Historic Resource Management Program Audit	Community Services	Rec 1 - Update guiding documents	**31**	December 31, 2024