

**Management’s Response to the Auditor General’s
Review of Information Technology Training**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
1.	The Chief Information Officer in consultation with the Executive Director, Human Resources Division take steps in accordance with the “People Plan” to identify common computer skills which apply to “jobs across all divisions” to assist in the development of a training program for new and current employees.	X			<p>Develop IT Training Assessment Framework to identify relevant IT skills and IT Competency requirements to support city’s People Plan and program delivery: Target for Q3 2010 completion.</p> <p>Develop IT Competency Program Framework in collaboration with HR and divisions to identify common computer skills that will apply to “jobs across all divisions. Target for Q4 2010 completion.</p>
2.	The City Manager ensure divisional learning plans are prepared as required by the City “People Plan” and submitted to the Information and Technology Division.	X			<p>IT division will work with HR division and under the direction of the City Manager in the development of a city wide learning framework with applicable IT training context that aligns with the People Plan to provide guidelines and principles to divisional learning plan.</p>

**Management’s Response to the Auditor General’s
Review of Information Technology Training**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
3.	The City Manager review the evaluation process relating to the effectiveness of Information and Technology training particularly in regards to the impact of enterprise-wide information and technology training for on-the-job performance as well as its impact on the City as a whole.	X			IT division will participate and work with HR division and under the direction of the City Manager as well as input from program divisions in the development of a city wide training evaluation framework in particular with guidelines and principles that applicable to IT training.

**Management's Response to the Auditor General's
Review of Information Technology Training**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
4.	The Chief Information Officer develop performance indicators to measure the efficiency and effectiveness of the Information and Technology Training and Education Unit and training courses provided by the Unit.	X			IT division will develop an IT Training Performance Management Framework to identify benchmark, targets, measures and management reporting needs for training and education activity carried out by the Information & Technology Division.
5.	The Executive Director, Human Resources Division ensure enterprise wide courses resulting in corporate wide benefit have priority when the on-line self service system is implemented.	X			IT division will work with HR division to plan and test the system for enterprise wide course to validate the benefits for IT training. When the system is implemented , IT division will collaborate with HR division to ensure that enterprise wide IT

**Management's Response to the Auditor General's
Review of Information Technology Training**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
					courses will be the priority group to use the online self service system to provide an effective tools for not only employee in accessing training but also potentially reduce IT training administrative in order to increase IT trainers' productivity.
6.	The Chief Information Officer implement a charge-back policy for training courses similar to the Human Resources Division policy. The policy should charge divisions for registered employees that fail to attend courses without prior notification.	X			IT division will work with HR division and Accounting Service Division to review the current IT training policy and the potential process to develop and implement a IT charge back policy for no show. Target for Q3 2010.
7.	The Chief Information Officer in consultation with the Executive Director, Human Resources Division investigate the long term use of the SAP Human Resources Information System as the repository for employee training records.	X			Provide IT consultation and facilitation to assist HR in the investigate for a short solution strategy while investigate the long term use of SAP HRIS as a system of record for a corporate employee training database.