TORONTO

STAFF REPORT
ACTION REQUIRED

Governance and Management of City Wireless Technology Needs Improvement

Date:	April 20, 2010
To:	Audit Committee
From:	Auditor General
Wards:	All
Reference Number:	

SUMMARY

Attached is the Auditor General's report entitled "Governance and Management of City Wireless Technology Needs Improvement." This review was conducted as part of the Auditor General's 2009 Annual Work Plan.

The objective of this audit was to determine what steps the City has taken to address risks related to the emerging use of wireless technology. Specific areas reviewed include an analysis of existing wireless related policies, general management and operational practices in effect, and safeguards used to secure city wireless infrastructure and data.

RECOMMENDATIONS

The Auditor General recommends that:

1. The following recommendations in the attached Auditor General's report entitled "Governance and Management of City Wireless Technology Needs Improvement" be adopted:

    "1. The Chief Information Officer ensure current and future wireless projects undertaken by City divisions are administered under the Information Technology Governance Framework.

    2. The Chief Information Officer ensure measures to provide a consultative and collaborative role on wireless projects undertaken by City Agencies, Boards and Commissions are implemented.

3. The Chief Information Officer prepare a comprehensive City-wide IT Wireless Plan and periodically review the plan to ensure that it is current and relevant.

4. The Chief Information Officer complete a review of City-wide information technology policies to ensure policies are prepared, approved and reviewed on a regular basis.

5. The Chief Information Officer implement City-wide wireless standards and develop procedures to provide for periodic review to ensure the accuracy and relevancy of wireless standards.

6. The Chief Information Officer develop a comprehensive IT Security Manual as a ready reference for City staff.

7. The Chief Information Officer implement additional measures to further reduce the risk of unauthorized access to City wireless technology.

8. The Chief Information Officer ensure information technology inventory records are complete and controls are working as intended."

2. This report be forwarded to the City's Agencies, Boards and Commissions for information.

Financial Impact

The recommendations in this report have no financial impact.

DECISION HISTORY

Wireless systems are exposed to many of the same risks as wired systems. However, because wireless technology transmits data through air waves, additional vulnerabilities exist. Without adequate protection, wireless communications are exposed to interference by individuals known as "hackers". Hackers have been known to access data and information, launch viruses and deny service to authorized users.

The review was included in the Auditor General's 2009 Audit Work Plan in view of these risks and the expected increase in the City's use of wireless technology.

COMMENTS

Results of the Auditor General's Review

Implementing recommendations in this report will enhance management control over the direction and use of wireless technology and result in the cost-effective deployment and use of wireless technology resources. Appendix 1 includes the Auditor General's report

entitled "Governance and Management of City Wireless Technology Needs Improvement." Management's response to the report is attached as Appendix 2.

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SIGNATURE

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Jeffrey Griffiths, Auditor General

ATTACHMENTS

Appendix 1:   Auditor General's Report entitled "Governance and Management of City Wireless Technology Needs Improvement"

Appendix 2:   Management's Response to the Auditor General's report entitled "Governance and Management of City Wireless Technology Needs Improvement"