Management's Response to the Auditor General's Review of
Governance and Management of City Wireless Technology Needs Improvement

Rec No	Recommendation	Agree (X)	Disagree (X)	Management Comments: (Comments are required only for recommendations where there is disagreement.)	Action Plan/ Time Frame
1.	**The Chief Information Officer ensure current and future wireless projects undertaken by City divisions are administered under the Information Technology Governance Framework.**	X			All current and future City divisional IT projects, including wireless-based initiatives, now must complete a standard business case template in accordance with the IT governance framework. A project business case includes total project costs, including ongoing / sustainment costs. These business cases are developed in consultation with the I&T Division, and are prioritized from an enterprise and divisional basis. The IT portfolio of the submitted IT capital projects is assessed; projects are ranked, and reviewed by the Enterprise Architecture Review Panel (EARP) to ensure compliance with corporate architecture and standards. A recommended list of review projects is forwarded to the Business Advisory Panel (BAP) for approval.

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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.**	X			The City of Toronto (CoT) CIO office has IT influence only over the City of Toronto. It does not have influence over the ABCs (TTC, Police, Library, etc.). All of the major ABCs have their own network architectures and network management regimes that the CoT CIO office does not currently control. However, for areas not currently under the CoT CIO office's control, regular meetings with the CIOs of the TTC, Police, Library and also the two school boards help to promote consultation and opportunities for collaboration on IT projects.
3.	**The Chief Information Officer prepare a comprehensive City-wide Information Technology Wireless Plan and periodically review the plan to ensure that it is current and relevant.**	X			The I&T Division agrees with the recommendation and recognizes the need and value of such a comprehensive City-wide wireless plan. Concurrent planning activities underway in 2010, such as the development of the IT Strategic Plan, and development of division-specific IT plans, will provide valuable input

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					into divisional plans, requirements, and associated timelines. In 2011, the I&T Division will conduct an analysis of this data, and scope out the effort and cost to develop such a comprehensive City-wide wireless plan, establish a preliminary plan, and provide a status report to the Business Advisory Panel by Q4 2011.
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.	X			The I&T Division currently creates, publishes, and maintains the City's IT policies and standards. These activities involve consultation and input with subject matter experts / user working groups. Respective review time periods are part of the process. The Strategic Planning, Policy, and Standards group will conduct a formal review to identify areas where there are not sufficient IT policies, and/or standards and will have this completed by Q4 2010.

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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.**	X			The Strategic Planning, Policy and Standards group, in-conjunction with Technology Infrastructure Services (TIS), will review existing wireless standards, and have wireless standards formally approved through the IT governance framework. These will be published as per normal standards publishing procedures.
6.	**The Chief Information Officer develop a comprehensive Information Technology Security Manual as a ready reference for City staff.**	X			The Risk Management and Information Security (RM&IS) group, in consultation with the Strategic Planning, Policy and Standards group, will undertake a refresh of the existing information security policy and will produce a new comprehensive IT Security Policy by the end of Q2 2012. Information security standards, procedures and guidelines will be developed and published by the end of Q4 2012. These will form the basis for a comprehensive IT Information Security Manual and will serve as a ready reference for all City staff.

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7.	**The Chief Information Officer implement additional measures to further reduce the risk of unauthorized access to City wireless technology.**	X			The I&T Division proposes a two-phase approach: Phase 1: Starting in Q3 2010, RM&IS will work with TIS to review existing processes to determine where to infuse "best in class" Information Security / IT Risk Management methodologies. Phase 2: RM&IS will submit a business case to enable further enhancements in 2011.
8.	**The Chief Information Officer ensure information technology inventory records are complete and controls are working as intended.**	X			TIS maintains records of wireless assets. This asset information is available and used for operational and audit purposes. This wireless asset information will be integrated with the centralized Information Technology Asset management (ITAM) database by Q3 2011.