



AUDITOR GENERAL'S REPORT ACTION REQUIRED

REMOTE ACCESS TO THE CITY'S COMPUTER NETWORK – THE MANAGEMENT OF THE PROCESS REQUIRES IMPROVEMENT

Date:	September 8, 2011
To:	Audit Committee
From:	Auditor General
Wards:	All
Reference Number:	

SUMMARY

Remote secure access tokens are used by the City to improve security over access to the City's computer network from a computer that is not directly linked to the network. Remote secure access tokens and related licences are priced on a per user basis and the costs charged back to City divisions as tokens are issued. The licence agreement for individual tokens is for a four-year period.

When staff of the Auditor General's Office received tokens with only three years remaining in a four-year lifespan, the Auditor General decided to perform a brief review of this area. The objective of this review was to assess the procedures and controls over the acquisition and distribution of remote secure access tokens to ensure the process is being effectively managed. This audit covered the period from January 2009 to April 2011.

This report contains three recommendations along with a management response to each of the recommendations. The implementation of these recommendations will improve the overall cost effectiveness of managing the remote secure access token program and could result in cost savings.

RECOMMENDATIONS

The Auditor General recommends that:

1. City Council request the Chief Information Officer to advise divisions of the impacts of inaccurate estimates for the supply of remote secure access tokens and stress the importance of providing accurate projected estimates.
2. City Council request the Chief Information Officer to revise the procedures for charging back the cost of remote secure access tokens such that divisions are charged for costs incurred where estimates are significantly in excess of actual requirement.
3. City Council request the Chief Information Officer to explore the options available for staff to remotely access the City's network to ensure the most cost-effective solution is implemented prior to December 31, 2011.

Financial Impact

Our review indicated approximately \$40,000 could have been avoided over the four-year life cycle of the tokens by better matching token deliveries to actual needs. We also noted the possibility of reducing costs, currently \$17,000 per year, of keeping a supply of tokens for use in emergencies.

The implementation of recommendations in this report will improve the cost-effectiveness over the acquisition and distribution of remote secure access tokens.

CONTACT

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SIGNATURE

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ATTACHMENTS

- Appendix 1: Review of Remote Access to the City's Computer Network – The Management of the Process Requires Improvement
- Appendix 2: Management's Response to the Auditor General's Review of Remote Access to the City's Computer Network – The Management of the Process Requires Improvement