**Management's Response to the Auditor General's Review of
Remote Access to the City's Computer Network –
Management of the Process Requires 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.	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.	X		Agree in principle at time of review. However, I&T has since successfully negotiated with RSA to allow the City to use a Provincial Government issued Product Code for the purchase of new tokens without tier pricing commitments. This will eliminate the need for the City to purchase tokens in advance of the needs of the divisions. With this arrangement, the City will procure a blanket contract with a RSA distributor to deliver tokens on an "as needed" basis. Projected requirements of tokens in advance from divisions will no longer be required.	New contract with RSA distributor - December 2011
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.	X		Please see comments above. The tokens will be procured and delivered on an "as needed" basis, the existing charge-back policy and procedures can continue to be used.	New contract with RSA distributor - December 2011

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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.**	X			**RSA Token Remediation Plan:** • As a pre-caution measure to the recent cyber attack on RSA, RSA has agreed to replace all tokens in the City, both issued and in inventory, with new tokens. Users with tokens expiring are only required to pay the pro-rated difference for the remaining year of the new token. As such, the City will not be required to buy any replacement tokens until 2014. • In addition, I&T will be converting approximately 2,000 hardware tokens to software tokens. Software tokens do not have an expiration date thereby eliminating any lost incurred from the original purchase of the token. • (December 2011) **New Tokens Procurement:** • I&T will procure a blanket contract with a RSA distributor to deliver tokens on an "as needed" basis. • (December 2011)

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					Tokens for Emergency Use • I&T has also initiated the project of "on demand" tokens which can be issued and used on an emergency basis as in the case of a pandemic situation. 'On demand" token method does not require the use of either software or hardware tokens. • This will eliminate the need for the City to purchase tokens in advance of any emergencies. The only requirement is the necessary license seeds to support the total number of City users using the RSA system. • (1st QTR 2012)