

CITY DIVISIONS IN CORPORATE SERVICES AND FINANCE AND TREASURY SERVICES

PUBLIC AUDIT RECOMMENDATIONS NOT APPLICABLE

Division: Information & Technology
Report Date: 10/04/2012
Report Title: eCity Initiative - Improvements Needed in Governance, Management and Accountability

No.	Recommendation	Management Comments
006	City Council request the Chief Information Officer in consultation with the Business Executive Committee develop performance measures for the eCity Vision that are relevant, reliable and measurable.	<p>The eCity framework was developed in 2002 and was aligned to the City's Strategic Actions (2014 – 2018) endorsed by the City Council in 2014. In 2018, in alignment with recommendations from the audit report "IT Infrastructure and IT Asset Management Review: Phase 1: Establishing an Information Technology Roadmap to Guide the Way Forward for Infrastructure and Asset Management"; the Information & Technology division in partnership with a professional services firm developed the City's Technology Strategy and Roadmap. The Information & Technology Division is aligning all initiatives, projects, programs and budget to the current Technology Strategy and Roadmap. With the arrival of the Technology Strategy and Roadmap in 2018, the eCity framework in its form and format is no longer applicable.</p> <p>The purpose of this audit recommendation was to develop performance measures to determine successful implementation of the eCity framework by 2015. With the overall change in the strategic direction of the Information & Technology Division, the eCity framework is no longer being pursued as a Corporate Strategy. Thereby, City staff submit to the Auditor General's Office that this recommendation is no longer applicable.</p> <p>Reference documents: 1. Technology Strategy and Roadmap, 2018 2. City's Strategic Actions (2014 – 2018) 3. Staff Report for City's Strategic Actions, 2014</p>

Division: Pension, Payroll & Employee Benefits
Report Date: 06/13/2017
Report Title: Supplementary Report to the Auditor General's Phase One Report: "The City Needs to Ensure Adequate Detection and Review of Potentially Excessive and Unusual Drug Claims"

No.	Recommendation	Management Comments
004	City Council request the Treasurer to follow up on the claimants identified in this supplementary report whose claims for erectile dysfunction drugs appeared to be questionable and to determine whether there was waste or abuse of employee drug benefits by these claimants.	This has been addressed with prior benefits plan administrator and the issue resolved.

Division: Pension, Payroll & Employee Benefits
Report Date: 03/20/2017
Report Title: Management of the City's Employee Extended Health and Dental Benefits, Phase Two: Ineffective Controls and Plan Design Leaving the City Vulnerable to Potential Benefit Abuse

No.	Recommendation	Management Comments
001	City Council request the Treasurer to make a request to Manulife to input the provider information including the name of provider, location, and therapist registration number, for all City's health claims processed and reimbursed in the period 2013 to 2015 to enable proper analysis to be performed to confirm validity of claims.	This has been addressed with prior benefits plan administrator and the issue resolved.
004	City Council request the Treasurer to: a. review the instances of benefit overpayments identified in the Auditor General's Phase Two audit of extended health benefit claims, b. where feasible identify other instances of overpayments, and c. recover the overpayments from plan members or the Benefits Plan Administrator where feasible.	This has been addressed with prior benefits plan administrator and the issue resolved.