

INTERNET USAGE REVIEW

Date:	July 31, 2007
To:	Audit Committee
From:	Jeff Griffiths, Auditor General
Wards:	All
Reference Number:	

SUMMARY

The objective of this review was to assess compliance with the City's Acceptable Use Policy with respect to employee Internet usage pertaining to personal use, visits to inappropriate sites and excessive use of resources.

Our review indicated that controls appear adequate in restricting access to inappropriate Internet sites and activities using excessive computing resources. However, there are inadequate controls in monitoring excessive personal use at the individual level. Our review found that approximately 200 users or two per cent of all users appear to have spent excessive time on the Internet for personal use and not in compliance with the Acceptable Use Policy. Management needs to implement system changes and proactive measures to monitor compliance with the Acceptable Use Policy.

RECOMMENDATIONS

The Auditor General recommends that:

1. The Chief Information Officer implement a user authentication system for all users accessing the Internet.
2. The Chief Information Officer, in consultation with the Executive Director of Human Resources Division and the City Solicitor, implement systematic Internet usage monitoring for compliance with the City's Acceptable Use Policy, including:
 - a. developing criteria for Internet use that may not be in compliance with the policy, particularly relating to Internet time, bandwidth usage and visits or attempts to visit inappropriate sites;

- b. utilizing appropriate analysis tools to generate exception reports identifying users with Internet activity deemed to be inappropriate according to established criteria;
 - c. providing Divisional management with detailed reports and technical support to facilitate review of apparent violations of the City's Acceptable Use Policy;
 - d. establishing written procedures outlining the types and frequency of management reports on Internet usage and the responsibility for review and follow-up of such reports; and
 - e. communicating to all City staff reiterating the City's Acceptable Use Policy, clarifying the responsibility of the City and users, and advising of the procedures in place to monitor compliance with the Policy.
3. The Chief Information Officer conduct an ongoing review of top sites visited that are likely for personal use, have highly automated activity, or carry security risks such as instant messaging or email and determine whether further site restrictions are warranted.
4. The Chief Information Officer take appropriate steps to ensure Internet connections of all City computers are consistently configured so that Internet logs record all Internet activity of all users but exclude visits to City internal sites.

FINANCIAL IMPACT

The implementation of recommendations in this report will improve the monitoring for compliance with the City's Acceptable Use Policy. It would also improve system efficiency, minimize system security risks, and reduce personal use. The extent of any resources required to implement the recommendations in this report is not determinable at this time.

DECISION HISTORY

The review of Internet usage was conducted as part of the Auditor General's Annual Work Plan.

COMMENTS

The results of this review are provided in the Auditor General's report entitled "Internet Usage Review", attached as Appendix 1. This report contains four recommendations. Management's response to each of the recommendations contained in this report is attached as Appendix 2.

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SIGNATURE

Jeffrey Griffiths, Auditor General

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ATTACHMENTS

Appendix 1: Internet Usage Review

Appendix 2: Management's Response to the Auditor General's Review of
Internet Usage Review

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