TORONTO

Memorandum

Information & Technology
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To: **Audit Committee**

From: **Dave Wallace, Chief Information Officer**

Subject: **Management Response to the Auditor General's Review of Internet Usage Review**

The Information & Technology Division's Management Response to the Auditor General's report is attached. This response indicates our general agreement with the recommendations and provides an action plan to address.

It is our position that Internet access is a tool provided to the City's employees to assist them with their jobs. It is not meant nor should it be used for inappropriate activities, including excessive personal use. I & T have been proactive in ensuring that the nature and consequences of unacceptable use are understood by City employees and that tools are in place to prevent inappropriate use of the Internet. We have implemented a comprehensive Acceptable Use Policy, which has been reviewed by many stakeholders prior to approval, and which has been widely communicated to staff throughout the City.

I & T have also implemented an Internet software filter, which blocks access to a variety of categories of sites which are deemed inappropriate. These sites may have inappropriate content; be conduits to viruses, spyware and other malicious code that could infect City computers; lead to consumption of excessive bandwidth resources; or, simply be sites which are conducive to wasting time.

Overall, we believe that the measures we have put in place have resulted in a relatively low level of inappropriate or excessive Internet use. Despite this, we recognize that it is important to remain increasingly vigilant, as City management should not tolerate any unacceptable use of its computer resources. To this end, we continue to investigate and implement additional processes and tools to improve our means of monitoring and restricting inappropriate Internet use, where the business case justifies this action.

I would like to thank the Auditor General's office for their attention to this matter. We are committed to completing the action plan to address their recommendations.

**Management's Response to the Auditor General's Review of
Internet Usage Review**

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 implement a user authentication system for all users accessing the Internet.**	X			• **In Progress.** • Pilot testing of user base authentication commenced in July 2007. Will implement City wide by November 2007 once results are reviewed, and user communication and deployment plans are prepared.
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**	X		Attempts to access inappropriate sites are considered irrelevant since the sites are denied by the City's current content filtering system. I&T will co-ordinate the development of quantifiable and objective criteria on excessive personal use.	• Work with staff in Human Resources and Legal to develop the criteria. • Update the Acceptable Use Policy as appropriate. • Update information on internal web site and prepare the user communication plan. • Target completion: March 31, 2008.

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	generate exception reports identifying users with Internet activity deemed to be inappropriate according to established criteria;	X		This is subject to availability of appropriate tools and review of I&T staff resources required to implement and sustain the tools.	• Research on the availability of the tools. • Perform cost/benefits analysis if the tool is available. • Acquire and implement the tool, if business case is justifiable. • Target completion: June 30, 2008.
	c. **providing divisional management with detailed reports and technical support to facilitate review of apparent violations of the City's Acceptable Use Policy;**	X		This is subject to review of I&T staff resources required to perform the necessary analysis work of the violations.	• Same as b) above.
	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**	X		This is subject to availability of appropriate tools.	• Work with staff in Human Resources to develop the procedures, role and responsibilities. • Prepare the management communication plan. • Target completion: September 30, 2008.
	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.**	X			• Work with staff in Human Resources and Corporate Communications to prepare the user communication plan. • Target completion: September 30, 2008

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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 e-mail and determine whether further site restrictions are warranted.**	X			• Conduct annual review of the Internet site categories available from the service provider. • Recommend to senior management if further restrictions are warranted. • First annual review to be completed March 31, 2008.
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.**	X			• **In Progress.** • A deployment plan is currently under development and target date for implementation is scheduled for October 2007.

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