



**AUDITOR GENERAL'S
REPORT
ACTION REQUIRED**

**Disposal of Digital Photocopiers – Protection of
Sensitive and Confidential Data Needs Strengthening**

| | |
|------------------------------|-----------------|
| Date: | June 16, 2011 |
| To: | Audit Committee |
| From: | Auditor General |
| Wards: | All |
| Reference Number: | |

SUMMARY

The Auditor General issued a report dated May 4, 2009 entitled “Review of Disposal of Surplus IT Equipment – Security, Environmental and Financial Risks.”

In general terms, this report addressed the controls over the disposal of computer equipment particularly in relation to the requirement to erase information on computer hard drives as part of the disposal process. This report which was specifically related to computer equipment contained 5 recommendations which addressed improvements in the security, environmental and financial risk areas.

In 2011, it was brought to the attention of the Auditor General that similar risks may apply to the disposal of digital photocopiers. As a result, it was determined that a review focused specifically on an examination of safeguards in place to protect sensitive and confidential information stored on hard drives contained in digital photocopiers would be appropriate and added this project to the Auditor General’s 2011 Work Plan.

This report contains two recommendations along with a management response to each of the recommendations. The implementation of these recommendations will improve the overall effectiveness of the City’s practices to prevent unauthorized access or disclosure of data stored on hard drives contained in digital photocopiers.

RECOMMENDATIONS

The Auditor General recommends that:

1. The Deputy City Manager & Chief Financial Officer assign responsibility for the oversight and protection of information stored on hard drives in digital photocopiers to the Chief Information Officer.
2. The Chief Information Officer develop a control framework to ensure the cost effective administration of protecting information stored on digital photocopiers. Such framework should include, but not be limited to the following:
 - a. a clear definition of the roles and responsibilities of the Information & Technology Division and other City Divisions
 - b. expansion of the City's procedures for disposing of surplus information technology equipment to include digital photocopiers
 - c. procedures for ensuring ongoing verification of removal of data stored on hard drives in digital photocopiers at the time of disposal

Financial Impact

The recommendations in this report have no financial impact.

CONTACT

Ben Smid, Senior Audit Manager, Auditor General's Office
Tel: 416-392-8478, Fax: 416-392-3754, E-mail: bsmid@toronto.ca

SIGNATURE

Jeff Griffiths, Auditor General
11 ITD 03

ATTACHMENTS

- Appendix 1: Review of The Disposal of Digital Photocopiers – Protection of Sensitive and Confidential Data Needs Strengthening, Information & Technology Division
- Appendix 2: Management's Response to the Auditor General's Review of Digital Photocopiers – Protection of Sensitive and Confidential Data Needs Strengthening, Information & Technology Division