

**Management’s Response to the Auditor General’s Review of the
Digital Photocopiers – Protection of Sensitive And Confidential Data Needs Strengthening**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
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.	X			The Deputy City Manager & Chief Financial Officer will assign responsibility for the oversight and protection of information stored on hard drives in digital photocopiers to the Chief Information Officer by end of Q3, 2011.
2.	<p>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:</p> <p>a. clear definition of the roles and responsibilities of the Information & Technology Division and other City Divisions.</p>	X			<p>The I&T division proposes a two-phase approach:</p> <p>Phase 1:</p> <ul style="list-style-type: none"> • Starting in Q3 2011, The Risk Management and Information Security (RM&IS) group will work with Technology Infrastructure Service (TIS) to review the existing processes and procedures for protecting information stored on all Multi-Function Devices (MFDs) including digital photocopiers. Where required, procedures will be developed or amended to ensure the protection of information stored on MFDs by the end of Q1 2012. • The IT Asset Disposal procedure will be amended to include City owned MFDs by end of the 3rd quarter of 2011. Similar secure data destruction procedure will be developed for leased MFDs by end of the 3rd quarter of 2011 also.

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	<p>b. expansion of the City’s procedures for disposing of surplus information & technology equipment to include digital photocopiers</p> <p>c. procedures for ensuring ongoing verification of removal of data stored on hard drives in digital photocopiers at the time of disposal</p>				<p>Phase 2:</p> <ul style="list-style-type: none"> The Chief Information Officer will work with the Divisions to define the Corporate I&T and Divisional roles and responsibilities for MFD data protection by the end of Q1 2012. Corporate I&T will develop an enterprise MFD security standard by the end of the 2nd quarter of 2012. The standard’s mandatory security controls will include procedures to ensure the ongoing verification of the removal and/or destruction of data stored on all MFD hard drives. The definition of MFDs will explicitly include digital photocopiers. The new standard will require compliance from all Divisions.