



AUDITOR GENERAL'S REPORT ACTION REQUIRED

eCity Initiative – Improvements Needed in Governance, Management and Accountability

Date:	October 4, 2012
To:	Audit Committee
From:	Auditor General
Wards:	All
Reference Number:	

SUMMARY

The Auditor General's Audit Work Plan included a review of the eCity Vision framework. The eCity Vision framework endorsed by City Council in 2002 envisioned the use of information technology to create an “*enabled City*” to make services and information available to the public through multiple channels. The objective of this review was to determine if there is an adequate accountability and governance framework in place for the City to successfully achieve the eCity Vision by 2015.

This report contains seven recommendations along with a management response to each of the recommendations. The implementation of these recommendations will improve accountability and assist in providing the proper framework to successfully achieve the eCity Vision.

RECOMMENDATIONS

The Auditor General recommends that:

1. City Council request the Chief Information Officer in consultation with the Business Executive Committee ensure that the IT governance framework is aligned with the strategic goals and objectives of the eCity Integrated Work Plan once it has been finalized.
2. City Council request the City Manager in consultation with the Business Executive Committee assess the relevance and role of the Service Office and if necessary to finalize the Service Office organizational alignment.

3. City Council request the Chief Information Officer in consultation with the Business Executive Committee review the relevancy of the eService Strategic Plan recommendations and update the plan accordingly.
4. City Council request the Chief Information Officer in consultation with the Business Executive Committee develop an accountability framework to manage the implementation of the eService Strategic Plan.
5. City Council request the Chief Information Officer and Business Executive Committee jointly report back to the City Manager on the achievement of significant milestones and project delays.
6. 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.
7. City Council request the Chief Information Officer in consultation with the Business Executive Committee develop an accountability framework to manage the implementation of the eManagement Strategy to ensure a successful outcome and maximize the value for money from the consulting contract.

Financial Impact

The recommendations in this report have no financial impact.

DECISION HISTORY

The eCity Vision endorsed by City Council in 2002 envisioned the use of information technology to create an “*enabled City*”. The Auditor General’s Audit Work Plan included a review of the eCity Vision framework to assess the tangible results achieved to date.

COMMENTS

The Auditor General’s Work Plan included a review of the eCity Vision framework. Our audit work focussed on IT governance, the Five-Year eService Strategic Plan and the mandate of the Service Office. These areas are important to the success of the eCity Vision.

The overall objective of our review was to determine if there is an adequate accountability and governance framework in place for the City to successfully achieve the eCity Vision by 2015.

The Auditor General's report entitled "eCity Initiative – Improvements Needed in Governance, Management and Accountability" is attached as Appendix 1. Management's response to each of the recommendations contained in the report is attached as Appendix 2.

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SIGNATURE

Jeff Griffiths, Auditor General

11-ITD-01

ATTACHMENTS

- Appendix 1: eCity Initiative – Improvements Needed in Governance, Management and Accountability
- Appendix 2: Management's Response to the Auditor General's Review of eCity Initiative – Improvements Needed in Governance, Management and Accountability