

**Management’s Response to the Auditor General’s Review of  
eCity Initiative – Improvements Needed in Governance, Management and Accountability**

<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.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• The development of an eCity Integrated Work Plan is currently in progress under the direction of the Business Executive Committee and in consultation with the eCity committees and CIO. eCity goals and objectives were approved by the Business Executive Committee in September 2012.</li> <li>• The eCity Integrated Work Plan performance measures and alignment to IT project portfolio to be developed – Q4 2012</li> <li>• Terms of Reference for IT Governance bodies at the strategic level to be revised and aligned with the approved eCity goals and objectives – Q1 2013.</li> <li>• The complete eCity Integrated Work Plan will be approved by the Business Executive Committee with progress reported annually – Q3 2013.</li> </ul>

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2.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• The relevance and role of the Service Office will be reassessed in reference to supporting the eCity Integrated Work Plan.</li> <li>• Q3 2013</li> </ul>

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3.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• Going forward, the eCity Integrated Work Plan incorporates the principles and strategies from the eService Strategic Plan.</li> <li>• The relevancy of the eService Strategic Plan recommendations will be part of the implementation of the eCity Integrated Work Plan.</li> <li>• The goals and objectives of the eCity Integrated Work Plan have been approved by the Business Executive Committee and the full Work Plan will be approved by the Business Executive Committee with progress reported annually.</li> <li>• The IT Investment associated with the eCity Integrated Work Plan will be considered in the context of IT Portfolio planning.</li> <li>• Q3 2013</li> </ul>

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4.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• The eCity Integrated Work Plan will form the overarching strategy. The accountability framework for the eCity Integrated Work Plan will be built into the overall IT Governance structure.</li> <li>• Q4 2013</li> </ul>
5.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• Business Executive Committee meets bi-monthly and Enterprise Architecture Review Committee meets monthly.</li> <li>• The CIO regularly reports the IT Capital Project Portfolio Health Check, including milestone achievements and project issues, to the Business Executive Committee and Enterprise Architecture Review Committee.</li> <li>• Ongoing.</li> </ul>

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6.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• The development of performance measures against the eCity goals and objectives is already a planned activity as part of the development of the eCity Integrated Work Plan.</li> <li>• Q2 2013</li> </ul>
7.	<b>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.</b>	X			<ul style="list-style-type: none"> <li>• The eManagement Strategy will include the development of a governance framework to direct and oversee the strategy implementation.</li> <li>• This will be done in context of the overall IT Governance Structure and eCity Integrated Work Plan.</li> <li>• Q4 2013</li> </ul>

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