

APPENDIX 1: Management’s Response to the Auditor General’s Report Entitled: “City Needs to Improve Software License Subscription Tracking, Utilization and Compliance”

Recommendation 1: City Council request the Chief Technology Officer to:

- a. Identify agreements that require license tracking and reporting,
- b. Implement procedures to monitor compliance, and address any issues identified in a timely manner.

Management Response: <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Comments/Action Plan/Time Frame: The Chief Technology Officer will: a. Identify enterprise level agreements that involve software licenses for tracking and reporting, b. Implement procedures to monitor compliance and address any issues identified in a timely manner. Expected Implementation Date: Q3, 2022.

Recommendation 2: City Council request the Chief Technology Officer to improve the existing software procurement process to ensure:

- a. Software subscriptions are thoroughly evaluated before purchasing,
- b. All software subscriptions are deployed in a timely manner, so there are no excessive software subscriptions.

Management Response: <input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree
Comments/Action Plan/Time Frame: The Chief Technology Officer will ensure that software procurement process is improved, and following measures are incorporated: a. Technology Services has a procurement process in place which evaluates IT procurements before purchase. In this process, the Technology Services team will incorporate a check for ensuring the stage of the initiative before purchase is made. b. Technology Services Contract Management team has inventory of the applications purchased and follow up with the stakeholders for the contract renewals. Technology Services will expand follow up on deployment of licenses to ensure that unused software subscriptions are at a minimum. Expected Implementation Date: Q2, 2022.

Recommendation 3: City Council request the Chief Technology Officer to consult with the City Solicitor to help ensure adequate clauses are included in all future software agreements to reduce potential liability in situations where the City is not able to comply with the agreement.

Management Response: Agree Disagree

Comments/Action Plan/Time Frame:

The Chief Technology Officer will consult with City Solicitor to standardize procedures to identify the contractual requirements related to license tracking and, where possible, shift commercial risk to the vendor.

Expected Implementation Date:
Q4, 2021.