TECHNOLOGY SERVICES DIVISION - FULLY IMPLEMENTED AUDIT RECOMMENDATIONS (Verified by the Auditor General)

As of October 1, 2021

INDEX OF RECOMMENDATIONS

Report Title: Governance and Management of City Wireless Technology Needs Improvement
Report Date: 04/20/2010

No.	Recommendation
5	The Chief Information Officer implement City-wide wireless standards and develop procedures to provide for periodic review to ensure the accuracy and relevancy of wireless standards.

Report Title: Review of the City SAP Competency Centre
Report Date: 6/15/2010

No.	Recommendation
5	The Chief Information Officer include SAP Competency Centre service level expectations in formal service level agreements currently being prepared between operating divisions and the Information and Technology Division.

Report Title: IT Infrastructure and IT Asset Management Review: Phase 1: Establishing an Information Technology Roadmap to Guide the Way Forward for Infrastructure and Asset Management
Report Date: 01/30/2018

No.	Recommendation
5	City Council request the Chief Information Officer to establish a strategic technology roadmap to modernize and transform the Information Technology environment. The roadmap should clearly set out milestones and performance measures to assess progress in meeting the City's short-term and long-term Information Technology goals.

Report Title: Improvement Needed in Managing the City's Wireless Telecommunication Contracts
Report Date: 6/28/2018

No.	Recommendation
1	City Council request the Chief Information Officer to: a. Review the existing wireless service contracts for best value and evaluate the feasibility of negotiating changes in price plans with the vendor(s) based on the City's current cellular voice and data needs. b. Advise staff to use service contracts that offer best value to the City. c. Develop and implement a process to ensure compliance with all contract terms and conditions, including annual review of price plans and service rates with the vendor(s). The annual review should be performed after an analysis has been completed on the comparison of cost of similar telecommunication services offered by contracted vendors, and the prices available in the market or to other public sector organizations.

No.	Recommendation
2	City Council request the Chief Information Officer, in coordination with the Chief Purchasing Officer, to explore inter-governmental procurement opportunities for acquiring telecommunication services for the next RFP.
4	City Council request the City Manager to forward the following Auditor General's reports to the Chief Executive Officers of City Agencies and Corporations for information and necessary action: a. Toronto Transit Commission: Managing Telecommunication Contracts and Payments. b. Improvements Needed in Managing City's Wireless Telecommunication Contracts.