


Information Technology (IT) Asset Management and Contracts Audit

Audit Committee – November 25th, 2024



Agenda

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1. Audit Objective
 2. Scope and Methodology
 3. Audit Conclusion
 4. Management Action Plans
 5. Next Steps
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Audit Objective

To evaluate the adequacy and effectiveness of the internal controls, processes and procedures in place related to IT Asset Management (ITAM) and Contracts, and that they are adequately designed and operating as intended to mitigate business risks.

Audit Scope and Methodology

- Assessing that policies and procedures exist, are regularly reviewed, updated and applied consistently
- Governance, management, control and oversight of IT assets exist
- Asset contracts are appropriate to satisfy the needs of the City
- Appropriate processes for the budgeting, acquisition, usage, maintenance, decommissioning and disposal of IT assets exists
- IT assets are adequately safeguarded
- The scope of the audit covered the period of September 2023 to September 2024.

Audit Conclusion

Although steps have been taken to mature the IT Asset Management process, improvements are required to efficiently and effectively mitigate risks associated with ITAM activities.

Issues and Observations

The following opportunities were identified:

- 1 Continue to Mature the ITAM Program and Governance Process
- 2 Track IT Asset Inventory in a Centralized Repository and Regularly Monitor Ongoing Asset Usage
- 3 Incorporate Enhanced Status Tracking of Assets During the Decommissioning and Disposal Lifecycle Phase
- 4 Capture All IT Asset Contracts in the Contract Tracking Dashboard

Management Action Plans

Management Action Plans

1

Continue to Mature the ITAM Program and Governance Process

- OCIO will finalize the IT Asset Management Strategy and present it to Enterprise Governance of IT Committee. (Q4 2025)
- OCIO will acquire an external consultant to evaluate IT asset management process and assess lifecycle maturity. (Q1 2026)
- Job descriptions involved in ITAM processes will be updated to align with industry best practices. (Q2 2026)

Management Action Plans

2

Track IT Asset Inventory in a Centralized Repository and Regularly Monitor Ongoing Asset Usage

- OCIO will assess and provide recommendations on the viability of centralizing IT assets into a unified inventory management system to track all necessary information. (Q4 2025)
- OCIO will enhance the procedure to verify and monitor PCs and Mobile Devices/SIM Cards with low or zero usage by implementing scheduled checks after a set period of inactivity and follow-up communications with departments. (Q4 2025)

Management Action Plans

3

Incorporate Enhanced Status Tracking of Assets During the Decommissioning and Disposal Lifecycle Phase

- OCIO will enhance processes to track end-user assets transitioning between "Active" and "Retire" phases, including adding a new sub-status "Decommissioned". (Q2 2025)
- OCIO will update "IT Assets Management Operational Guidelines" to include semi-annual checks for assets in the "Decommissioned" sub-status, ensuring disposal through bid cycles. (Q2 2025)

Management Action Plans

4

Capture All IT Asset Contracts in the Contract Tracking Dashboard

- All OCIO-owned IT-related contracts will be incorporated into the contract tracking dashboard. (Q1 2027)
- The ITAC team will direct OCIO staff to process all OCIO-owned IT-related contracts through the ITAC team to centralize OCIO's contracts. (Q1 2025)



Next Steps

- ✓ Action plans have been developed
- ✓ Implementation is underway or completed
- ✓ Internal Audit will follow up and report on the status of these action plans



Questions?



Thank you!