



# City of Edmonton Office of the City Auditor

## Recommendation Follow-up Dashboard Report

As at November 10, 2021

There are 29 outstanding recommendations: 25 are not yet due and 4 are overdue.





## Closed Recommendations

In the period since our last report (May 27, 2021) the administration **closed 21 recommendations**

Project Name	Department	Recommendation
1. Access to Digital Assets	Financial and Corporate Services	Rec 2 - Correct Identified Weaknesses with Access Control Processes
2. Communications and Engagement Department Audit	Communications and Engagement	Rec 1 - Document Position Work Tasks and Responsibilities
3. Communications and Engagement Department Audit	Communications and Engagement	Rec 3 - Review and Communicate Services
4. Communications and Engagement Department Audit	Communications and Engagement	Rec 5 - Increase Communication with Business Areas
5. Conflict of Interest Management Audit	Office of the City Manager	Rec 2 - Develop Clear Guiding Documents Tailored to Needs and Risks
6. Conflict of Interest Management Audit	Employee Services	Rec 3 - Ensure All Employees have Completed the Code of Conduct Training
7. Conflict of Interest Management Audit	Office of the City Manager	Rec 4 - Provide Ongoing Conflict of Interest Communication and Easily Accessible Information and Tools
8. Electrical Services Contract Management audit	Financial and Corporate Services	Rec 1 - Clearly Define and Document Roles and Responsibilities
9. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 1 - Strategic Plan and Performance Management Framework
10. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 2 - Update Governing Documents
11. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 3 - Hazard Identification and Risk Assessment

12. Environmental Strategies Review	Urban Planning and Economy	Rec 1 - Review and Manage Performance Measures
13. Evaluated Receipt Settlement Audit	Financial and Corporate Services	Rec 1 - Design and Implement an ERS Administrative Directive
14. Evaluated Receipt Settlement Audit	Financial and Corporate Services	Rec 2 - Perform Regularly Scheduled Operational Processes
15. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 3 - Document Support for Inputs and Assumptions
16. Real Estate Branch Audit	Financial and Corporate Services	Rec 1 - Update Property Manager Roles and Responsibilities
17. Real Estate Branch Audit	Financial and Corporate Services	Rec 2 - Update Lease Creation Process Requirements
18. Real Estate Branch Audit	Financial and Corporate Services	Rec 4 - Improve Process Documentation
19. Snow and Ice Control Audit	City Operations	Rec 1 - Review and Update Guiding Documents
20. Snow and Ice Control Audit	City Operations	Rec 11 - Improve Public Communications
21. Social Development Audit	Citizen Services	Rec 1 - Align Activities to Role, Purpose, and Outcomes



# Overdue Recommendations

There are 4 overdue recommendations.

## More than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
1. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 8 - Improve Safeguards for Fare Media	20	12/31/2021

## Less than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
2. Snow and Ice Control Audit	City Operations	Rec 12 - Strengthen Complaint Handling Processes	1	12/31/2021
3. Snow and Ice Control Audit	City Operations	Rec 9 - Expand Standard Operating Procedures to include all Key SNIC Activities	1	12/31/2021
4. Cloud Computing Audit	Financial and Corporate Services	Rec 3 - Ensure Compliance with the Cyber Security Administrative Directive	1	9/30/2021



# Recommendations Not Yet Due

There are 25 recommendations that are **not yet due**.

Project Name	Department	Recommendation	Months Until Due	Due Date
1. Forestry Services Audit	City Operations	Rec 1 - Review Pruning Target	1	11/30/2021
2. Forestry Services Audit	City Operations	Rec 2 - Inspections and Invoices	1	11/30/2021
3. Forestry Services Audit	City Operations	Rec 3 - Review Tree Inventory Data	1	11/30/2021
4. Forestry Services Audit	City Operations	Rec 4 - Review Equipment Utilization	1	11/30/2021
5. Social Development Audit	Citizen Services	Rec 3 - Improve the Adequacy of the Administration Processes for Financial Contributions	2	12/30/2021
6. Information Technology – Disaster Recovery Planning	Financial and Corporate Services	Rec 1 - Fully Implement the Disaster Recovery Program	2	12/31/2021
7. Communications and Engagement Department Audit	Communications and Engagement	Rec 6 - Identify and Resolve Service Model Exceptions	2	12/31/2021
8. Snow and Ice Control Audit	City Operations	Rec 2 - Improve Decision-Making Processes	2	12/31/2021
9. Snow and Ice Control Audit	City Operations	Rec 4 - Develop Performance Measures that Support Decision-Making	2	12/31/2021
10. Snow and Ice Control Audit	City Operations	Rec 5 - Improve Benchmarking Processes	2	12/31/2021
11. Snow and Ice Control Audit	City Operations	Rec 6 - In-House Versus Contracted Services Cost Analysis	2	12/31/2021

12. Real Estate Branch Audit	Financial and Corporate Services	Rec 3 - Complete and Implement the Performance Measurement Framework	2	12/31/2021
13. Open Spaces Asset Transfer Audit	Integrated Infrastructure Services / Urban Planning and Economy	Rec 1 - Document Inspections and Deficiencies	2	12/31/2021
14. City Productivity and Performance Audit (Part 1): Management Staffing Analysis	Office of the City Manager	Rec 1 - Review Supervisor Responsibilities to Reduce Costs and Layers	5	3/31/2022
15. City Productivity and Performance Audit (Part 2): Productivity and Performance Measure Analysis	Office of the City Manager	Rec 1 - Improve Benchmarking	5	3/31/2022
16. Real Estate Branch Audit	Financial and Corporate Services	Rec 5 - Produce an Annual Report of Land Holdings	5	3/31/2022
17. Open Spaces Asset Transfer Audit	Integrated Infrastructure Services / Urban Planning and Economy	Rec 2 - Communications of Inspections	5	3/31/2022
18. Forestry Services Audit	City Operations	Rec 6 - Review Performance Measures	7	5/30/2022
19. Snow and Ice Control Audit	City Operations	Rec 7 - Document Service Level Commitments and Operational Arrangement	8	6/30/2022
20. Snow and Ice Control Audit	City Operations	Rec 3 - Improve Change Management Processes	11	9/30/2022
21. Snow and Ice Control Audit	City Operations	Rec 10 - Improve Staff Oversight	11	9/30/2022
22. Forestry Services Audit	City Operations	Rec 5 - Update Guiding Documents	13	11/30/2022
23. Social Development Audit	Citizen Services	Rec 2 - Evaluate Activities and Outcomes	14	12/30/2022

24. Snow and Ice Control Audit	City Operations	Rec 8 - Develop Cost-Reduction and Revenue Generation Opportunities	14	12/31/2022
25. Open Spaces Asset Transfer Audit	Integrated Infrastructure Services / Urban Planning and Economy	Rec 3 - Formalize the Process to Input Assets into SLIM	14	12/31/2022