

## IT PROCESS OWNERSHIP AUDIT

### RECOMMENDATION

That the March 18, 2022, Office of the City Auditor report OCA01119, be received for information.

#### Report Purpose

**Information only**

### Executive Summary

This report presents the results of the IT Process Ownership audit.

### REPORT

Process ownership is a key component of information technology (IT) governance. Within process ownership, management defines and implements IT processes with clear owners, and with roles and responsibilities integrated into business and decision-making.

We assessed the effectiveness of the Open City and Technology (OCT) Branch's process ownership practice area, including supporting frameworks, policies, directives, and procedures. We did not evaluate IT operations outside of OCT.

OCT implemented an IT governance framework based on best practices and has good process ownership practices. We examined seven criteria related to process ownership and six had good practices in place.

However, we found that OCT has not maintained its IT governance framework for several years. They have not fully performed a maturity gap analysis and have not updated framework-related documentation such as the IT Risk Management Program. Also, OCT has not updated formal ownership for each of the IT practice areas.

## **IT PROCESS OWNERSHIP AUDIT**

The results of this audit indicate that there are opportunities to improve IT practices related to process ownership. We made the following recommendation:

- We recommend that OCT update and fully implement its IT governance framework. This should include a gap analysis, the Risk Management Program, and assignment of ownership for each IT practice area.

## **POLICY**

Bylaw 16097, Audit Committee Bylaw, Section 14(d) states that, "Committee will review all reports from the City Auditor dealing with completed audit projects."

## **ATTACHMENT**

1. IT Process Ownership Audit Report