OFFICE OF THE CITY AUDITOR

AUDIT COMMITTEE MEETING
March 2022
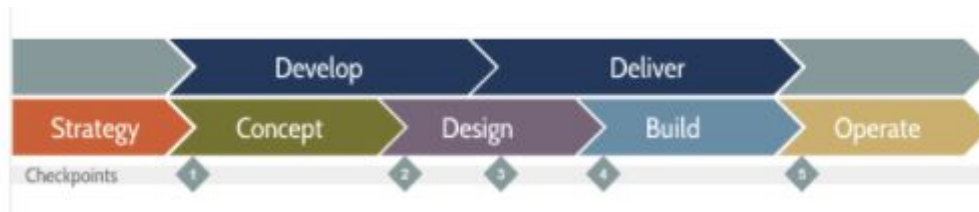
March 18, 2022

Edmonton

6.1 - Project Management of Transportation Infrastructure

Background

Infrastructure Type	Quantity	Unit of Measure	Replacement Value($millions)
Roads	61,977	Lane Kilometers	9,614
Bridges	241,198	Square Meters	1,862
Active Modes (Sidewalks/Bike lanes)	5,568	Kilometers	1,995

6.1 - Project Management of Transportation Infrastructure

Findings

- Oversaw and evaluated the transportation delivery program
- Managed budget, schedule, and quality of the projects

- Has not established measure on quality of projects

Recommendation

- Develop and report on quality performance measures

6.3 - Use of IT Contracted Resources

Background

- Staff augmentation contract - competitive procurement with one vendor as the contractor for City-wide on-demand labour

IT Staff Augmentation Contract Annual Spend

9.6

8.1

5.6

2018   2019   2020

— Spend excl GST (in Millions $)
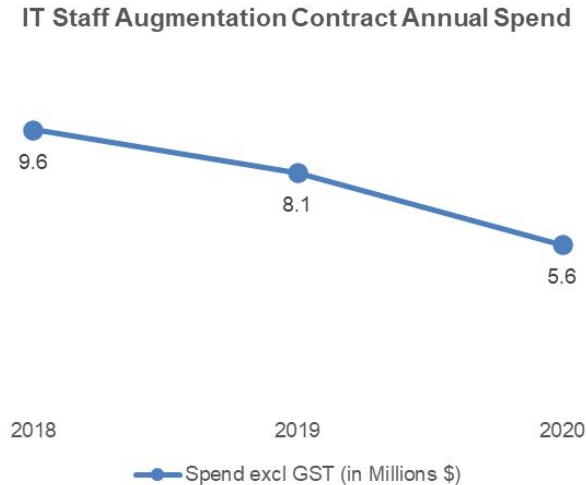
6.3 - Use of IT Contracted Resources

Findings

- IT staff augmentation contract complied with procurement directives and procedures and the resources were generally managed according to the contractual terms

- Rationale for use of IT resource through augmentation contract and fees paid are not consistent with the rate schedule
- Procurement approach for non-staff augmentation IT resources obtained through non-competitive rather than invitation approach

Recommendation

- Strengthen resource requisition obtained through the augmentation contract
- Review justification for non-competitive IT resource procurement

6.5 - IT Process Ownership

Background

Information Technology Practice Area Map

GOVERNANCE			
Process Ownership	Enterprise Architecture	Risk Management	Performance and Compliance

PLANNING			
Planning	Information Management	Investment Management	Workforce Management

OPERATIONS MANAGEMENT	
Relationships	Services
Business Relationship Management	IT Service Management

Operations				
Workplace Support	Change Management	Project Management	Vendor Management	Security Management
Enterprise and Business Applications				
Infrastructure				

6.5 - IT Process Ownership

Findings

- Implemented a governance framework based on best practices

- Ownership assigned to IT practice areas, but practice area owners outdated
- Government framework has not been maintained and some governance activities have not been performed

Recommendation

- Update and fully implement the IT governance framework

6.7 - 2021 Municipal Election

Audit Objective

Assess whether the 2021 municipal election was planned and voting conducted in accordance with legislation, bylaws, and procedures

Findings

- Planning and voting conducted in accordance with legislation, bylaws and procedures

- Two observations on the ballot styles that voters received - caused by human error and Edmonton Elections fixed as soon as aware

6.8 - 2021 OCA Annual Report

- Completed 10 value for money projects

- Made 32 recommendations and closed 46 recommendations

- Receiving 64 hotline reports of alleged fraud or misconduct - the Office of the City Auditor or the Administration investigated 53 of the reports.

- Office client relationship and efficiency improved; productivity and employee check-in results decreased.

Edmonton

6.9 - Recommendations Follow-up Dashboard

- Administration implemented 23 recommendations

- Two overdue recommendations and 11 that are not yet due

Thank you

Office of the City Auditor