IT ASSET MANAGEMENT AUDIT

RECOMMENDATION

That the September 22, 2023, Office of the City Auditor report OCA02047, be received for information.

Report Purpose

Information only.

Executive Summary

This report presents the results of the IT Asset Management audit.

REPORT

Information technology (IT) asset management is used to optimize spending and support lifecycle management and strategic decision-making related to IT hardware and software (IT assets). The IT asset management lifecycle includes procurement, deployment, maintenance and disposal of IT assets.

Through the Asset Management Office, the Open City and Technology Branch (the Branch) manages and maintains an inventory of the City's IT assets. Asset managers in each of the City's business areas are the primary contact to help the Asset Management Office keep the City's inventory records current. Asset users are individuals who use or interact with IT assets to do their job.

The City's IT asset expenses in 2021 totaled $66 million and remained consistent in 2022, at a total of $65 million.

The objective of the audit was to determine if the Open City and Technology Branch is managing IT assets to optimize the use of resources and safeguard these assets.

Overall, we found that the Branch is managing the City's IT assets to optimize the use of resources and safeguard them. This includes:

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- Providing guidance on IT asset management practices to promote consistency across the City; and
- Using IT asset management tools to track IT hardware inventory information and software licensing and contract information.

However, we found that the Branch can improve its guidance on IT asset management. Specifically:

- The *Device Standards* do not include replacement rates for some types of IT hardware;
- There is a lack of some procedures specific to providing IT assets to new employees, returning IT assets from employees that leave and redeploying IT assets to another user; and
- The roles and responsibilities for the Asset Management Office and asset users are not clearly documented.

We also found that some data in the software asset management tool is not updated in a timely manner.

We made the following recommendations to the Branch:

1. Improve its standards and procedures to clearly define roles, responsibilities and processes for IT asset management; and
2. Maintain accurate software license data to efficiently manage inventory.

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 Asset Management Audit Report