

ADMINISTRATION RESPONSE TO IT ASSET MANAGEMENT AUDIT

Recommendation

That the September 22, 2023, Financial and Corporate Services report FCS02017, be received for information.

Requested Action	Information only		
ConnectEdmonton's Guiding Principle	ConnectEdmonton Strategic Goals		
CONNECTED This unifies our work to achieve our strategic goals.	Healthy City		
City Plan Values	ACCESS. PRESERVE.		
City Plan Big City Move(s)	N/A	Relationship to Council's Strategic Priorities	Conditions for service success
Corporate Business Plan	Managing the corporation		
Council Policy, Program or Project Relationships	<ul style="list-style-type: none"> N/A 		
Related Council Discussions	<ul style="list-style-type: none"> N/A 		

Executive Summary

- The Office of the City Auditor (OCA) conducted an audit over the course of one year of the City's information technology (IT) asset management. The audit found that through its Open City and Technology (OCT) branch, Administration is responsibly managing the City's IT assets to optimize the use of resources and safeguard them.
- The OCA had two recommendations to improve City practices. These were for:
 - OCT to improve its standards and procedures to clearly define roles, responsibilities and processes for IT asset management; and

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- OCT to maintain accurate software licence data to efficiently manage inventory.
- Administration accepts the recommendations of the IT Asset Management Audit and expects to implement them by the end of 2024.

REPORT

Administration's Open City and Technology Branch (OCT), through the Asset Management Office, oversees the City's information technology assets and maintains an inventory of IT assets. Asset Management includes financial, contractual and inventory services to support life cycle management and strategic decision-making for the IT environment. Assets include all elements of software and hardware found in the business environment. The service also includes the oversight of the internal teams and external vendors performing operational updates and installs, moves, adds and change processes for hardware and software assets.

The Asset Management Office is designed to more efficiently manage the City's IT operations. The Office relies on asset managers throughout the corporation to be the primary contact for their business area's IT assets and to help keep inventory records current.

The Asset Management Office uses digital tools to track over 25,000 of the City's IT hardware assets, and approximately 1,500 software titles and packages. The City also uses a third-party service provider to manage the lifecycle for leased IT assets.

Attachment 1 includes more information on the Asset Management Office, including their service description and team structure.

IT Asset Management Audit

Managing the City's IT assets is complex due to the number and diversity of assets used across the corporation. To ensure optimal utilization, compliance and overall good governance of assets, they are managed and monitored for their full life cycle.

The IT Asset Management audit found that OCT is managing the City's IT assets to optimize the use of resources and safeguard them. However, OCA made two recommendations, which included improving standards to clearly define roles and responsibilities, and ensuring that the software tracking tool is updated more frequently so it can have accurate software licence data.

Administration accepts the two recommendations of the IT Asset Management Audit.

Recommendations and Responses

Recommendation #1

"Improve standards and procedures to clearly define roles, responsibilities and processes for IT asset management."

Administration Response

OCT will perform a review of the existing set of asset management policies and standards. OCT will add or revise information and procedures to better define roles, responsibilities and processes for IT asset management as needed, including the specific examples highlighted by OCA in their report.

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Implementation Date

September 30, 2024

Recommendation #2

“Maintain accurate software licence data to efficiently manage inventory.”

Administration Response

OCT will reallocate resources to assist in maintaining the currency of software licence tool data. Additionally, OCT will implement an annual review process to verify that the high-risk software data is accurate. The review will highlight variances between the number of software licences purchased and those used by City employees. OCT will follow up with software vendors when needed to ensure data is accurate and up-to-date.

Implementation Date

December 31, 2024

Community Insight

Public engagement on matters of the City's IT assets is generally not conducted as the public disclosure of the City's systems and processes could provide information to malicious actors trying to target the City's IT infrastructure and networks.

GBA+

The City's IT asset management program ensures fair and equitable access for employees by implementing standardized practices that span across departments. Resources are allocated according to position needs without bias, benefiting all employees equally.

Attachments

1. IT Asset Management Office