

7.5 - Taxation, Assessment and Collections System Governance Audit

Audit Objective: The objective of this audit was to determine whether the Financial and Corporate Services Department has an effective governance process for the Taxation, Assessment and Collections System to maintain usability.

Overall Conclusion:

Overall, the Financial and Corporate Services Department partially met the audit objective. The Department has some aspects of a governance process in place to maintain the Taxation, Assessment and Collections System application's usability and we found the following areas where the Department can improve its governance of the application.

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Recommendations to the Financial and Corporate Services Department:

1. Establish a governing body for the TACS application including formally defining, assigning, and communicating the roles and responsibilities of its members to improve strategic oversight of the TACS application.
2. Improve and document the risk management process to regularly identify, assess, monitor, and report on how TACS application risks are being managed.