

7.4 - Attractions and Recreation Centres Gift Card Management - Data Analytics Audit

Audit Objective:

To test whether key controls in the issuance and management of gift cards for attractions and recreation centres are working effectively.

Audit Scope:

Gift cards issued and managed by the City for attractions and recreation centres. Gift cards purchased by the City for employee recognition or other programs were outside the scope of this audit.

Overall Conclusion:

Overall, the Community Recreation and Culture Branch partially met the objective of ensuring that controls in the issuance and management of gift cards for attractions and recreation centres are working effectively.

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Recommendations to the Community Recreation and Culture Branch:

1. Implement a formal access management plan that restricts access to gift card data to only relevant information and valid business need.
2. Improve the data integrity of gift card reference numbers in the recreation management system to support proper redemption.