



# City of Edmonton Office of the City Auditor

## Recommendation Follow-up Dashboard Report

As At June 16, 2020

There are 35 outstanding recommendations: 23 are not yet due and 12 are overdue.



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# Closed Recommendations

In the period since our last report (January 13, 2020) the administration closed 13 recommendations

Project Name	Department	Recommendation
1. Access to Digital Assets	Financial and Corporate Services	Rec 1 - Regularly Inform Asset Owners about their Access Control Responsibilities
2. Accounts Payable Audit	Financial and Corporate Services	Rec 1 - Improve Controls over Receiving Non-Purchase Order Transactions
3. Accounts Payable Audit	Financial and Corporate Services	Rec 4 - Develop Performance Measures
4. Assessment and Taxation Audit	Financial and Corporate Services	Rec 1 - Supplementary Assessments
5. Assessment and Taxation Audit	Financial and Corporate Services	Rec 2 - Monitor Complaint Process
6. Assessment and Taxation Audit	Financial and Corporate Services	Rec 4 - TACS System Access
7. Consultant Services Review	Financial and Corporate Services	Rec 1 - Training and Quality Assurance
8. Current Planning Reserve Audit	Urban Form and Corporate Strategic Development	Rec 3 - Review and Assess Service Level Performance
9. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 4 - Track Resource Use and Review Resource Allocation in EEDC's Innovation System
10. Edmonton Police Service Staffing Audit	Edmonton Police Service	Rec 1 - Assess Patrol Staffing Models
11. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 1 - Strengthen Governance
12. Parks and Roads Service Yard Operations Audit	City Operations	Rec 2 - Clarify Authority and Processes
13. Parks and Roads Service Yard Operations Audit	City Operations	Rec 5 - Assess Security Risks and Implement Security Practices

# Overdue Recommendations

There are 12 overdue recommendations.

## More than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
1. Africa Centre Governance and Management Review	Africa Centre Board of Directors	Rec 2 - Update Governing Documents	11	11/30/2020

## Less than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
2. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 5 - Document Performance Measures Methodology	6	12/15/2019
3. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 6 - Mitigate Fare Evasion	6	12/15/2019
4. Accounts Payable Audit	Financial and Corporate Services	Rec 2 - Improve Controls over Accounts Payable System	5	12/31/2019
5. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 3 - Review and Update Objectives of EEDC's Innovation System	5	12/31/2019
6. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 5 - Ensure Performance Measures are Sufficient, Reliable, Understandable and Comparable	4	2/1/2020
7. Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 2 - Development Permit Review	2	10/30/2020



<b>Project Name</b>	<b>Department</b>	<b>Recommendation</b>	<b>Months Overdue</b>	<b>Revised Due Date</b>
8. Ukrainian Canadian Archives and Museum of Alberta Investigation	Urban Form and Corporate Strategic Development	Rec 1 - Clear Funding Agreement Terms and Conditions	2	3/31/2020
9. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 8 - Improve Safeguards for Fare Media	2	3/31/2020
10. Conflict of Interest Management Audit	Employee Services	Rec 3 - Ensure All Employees have Completed the Code of Conduct Training	2	3/31/2020
11. Conflict of Interest Management Audit	Office of the City Manager	Rec 4 - Provide Ongoing Conflict of Interest Communication and Easily Accessible Information and Tools	2	3/31/2020
12. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 1 - Update EEDC's Governing Documents	1	4/22/2020

# Recommendations Not Yet Due

There are 23 recommendations that are **not yet due**.

Project Name	Department	Recommendation	Months Until Due	Due Date
1. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 2 - Improve Program Reporting	1	6/30/2020
2. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 3 - Document Support for Inputs and Assumptions	1	6/30/2020
3. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 4 - Enhance Non-Fare Revenue Strategies	1	6/30/2020
4. Communications and Engagement Department Audit	Communications and Engagement	Rec 2 - Standardize Processes	4	9/30/2020
5. Communications and Engagement Department Audit	Communications and Engagement	Rec 4 - Finalize Performance Measures	4	9/30/2020
6. Parks and Roads Service Yard Operations Audit	City Operations	Rec 3 - Develop a Standard and Prioritize Improvements	5	10/30/2020
7. Parks and Roads Service Yard Operations Audit	City Operations	Rec 4 - Review and Optimize Existing Yard Space	5	10/30/2020
8. Access to Digital Assets	Office of the City Manager	Rec 2 - Correct Identified Weaknesses with Access Control Processes	5	10/31/2020
9. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 1 - Strategic Plan and Performance Management Framework	7	12/20/2020
10. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 2 - Update Governing Documents	7	12/20/2020

<b>Project Name</b>	<b>Department</b>	<b>Recommendation</b>	<b>Months Until Due</b>	<b>Due Date</b>
11. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 3 - Hazard Identification and Risk Assessment	7	12/20/2020
12. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 2 - Align Risk Management Process with Best Practice	7	12/31/2020
13. 2017 Municipal Election	Office of the City Clerk	Rec 1 - Information Technology Support	7	12/31/2020
14. Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 3 - Zoning Bylaw Updates	7	12/31/2020
15. Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 4 - Use of Term "Infill"	7	12/31/2020
16. Conflict of Interest Management Audit	Office of the City Manager	Rec 2 - Develop Clear Guiding Documents Tailored to Needs and Risks	8	1/31/2021
17. Conflict of Interest Management Audit	Office of the City Manager	Rec 1 - Update the Conflict of Interest Program Governance Framework	9	2/28/2021
18. Parks and Roads Service Yard Operations Audit	City Operations	Rec 1 - Develop a Plan for Yards	13	6/30/2021
19. Communications and Engagement Department Audit	Communications and Engagement	Rec 1 - Document Position Work Tasks and Responsibilities	13	6/30/2021
20. Communications and Engagement Department Audit	Communications and Engagement	Rec 3 - Review and Communicate Services	13	6/30/2021
21. Communications and Engagement Department Audit	Communications and Engagement	Rec 5 - Increase Communication with Business Areas	13	6/30/2021

<b>Project Name</b>	<b>Department</b>	<b>Recommendation</b>	<b>Months Until Due</b>	<b>Due Date</b>
22. Information Technology – Disaster Recovery Planning	Financial and Corporate Services	Rec 1 - Fully Implement the Disaster Recovery Program	19	12/31/2021
23. Communications and Engagement Department Audit	Communications and Engagement	Rec 6 - Identify and Resolve Service Model Exceptions	19	12/31/2021

This project was conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing*