

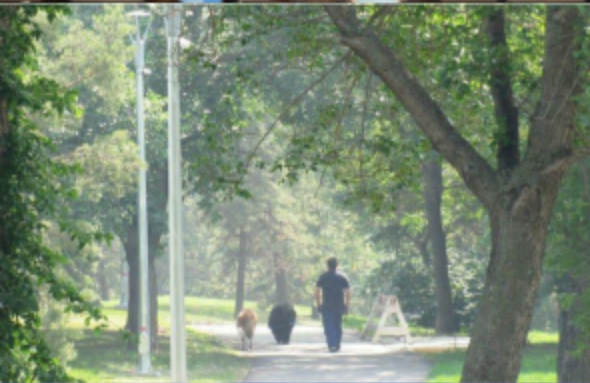


City of Edmonton **Office of the City Auditor**

Recommendation Follow-up Dashboard Report

As at May 27, 2021

There are 48 outstanding recommendations: 36 are not yet due and 12 are overdue.





Closed Recommendations

In the period since our last report (March 29, 2021) the administration **closed 6 recommendations**

Project Name	Department	Recommendation
1. Conflict of Interest Management Audit	Office of the City Manager	Rec 1 - Update the Conflict of Interest Program Governance Framework
2. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 1 - Update EEDC's Governing Documents
3. Edmonton Economic Development Corporation (EEDC) Audit	Edmonton Economic Development Corporation	Rec 2 - Align Risk Management Process with Best Practice
4. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 2 - Improve Program Reporting
5. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 4 - Enhance Non-Fare Revenue Strategies
6. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 5 - Document Performance Measures Methodology

Overdue Recommendations

There are 12 overdue recommendations.

More than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
1. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 8 - Improve Safeguards for Fare Media	14	4/30/2021
2. Conflict of Interest Management Audit	Employee Services	Rec 3 - Ensure All Employees have Completed the Code of Conduct Training	14	7/30/2021
3. Conflict of Interest Management Audit	Office of the City Manager	Rec 4 - Provide Ongoing Conflict of Interest Communication and Easily Accessible Information and Tools	14	10/31/2021

Less than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
4. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 3 - Document Support for Inputs and Assumptions	11	6/30/2020
5. Access to Digital Assets	Financial and Corporate Services	Rec 2 - Correct Identified Weaknesses with Access Control Processes	7	10/31/2020
6. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 1 - Strategic Plan and Performance Management Framework	5	6/30/2021
7. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 2 - Update Governing Documents	5	6/30/2021



8. Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 3 - Hazard Identification and Risk Assessment	5	6/30/2021
9. Conflict of Interest Management Audit	Office of the City Manager	Rec 2 - Develop Clear Guiding Documents Tailored to Needs and Risks	4	1/31/2021
10. Evaluated Receipt Settlement Audit	Financial and Corporate Services	Rec 1 - Design and Implement an ERS Administrative Directive	2	3/31/2021
11. Evaluated Receipt Settlement Audit	Financial and Corporate Services	Rec 2 - Perform Regularly Scheduled Operational Processes	2	3/31/2021
12. Snow and Ice Control Audit	City Operations	Rec 11 - Improve Public Communications	2	3/31/2021

Recommendations Not Yet Due

There are 36 recommendations that are **not yet due**.

Project Name	Department	Recommendation	Months Until Due	Due Date
1. Communications and Engagement Department Audit	Communications and Engagement	Rec 1 - Document Position Work Tasks and Responsibilities	1	6/30/2021
2. Communications and Engagement Department Audit	Communications and Engagement	Rec 3 - Review and Communicate Services	1	6/30/2021
3. Communications and Engagement Department Audit	Communications and Engagement	Rec 5 - Increase Communication with Business Areas	1	6/30/2021
4. Social Development Audit	Citizen Services	Rec 1 - Align Activities to Role, Purpose, and Outcomes	4	9/30/2021
5. Snow and Ice Control Audit	City Operations	Rec 12 - Strengthen Complaint Handling Processes	4	9/30/2021
6. Snow and Ice Control Audit	City Operations	Rec 9 - Expand Standard Operating Procedures to include all Key SNIC Activities	4	9/30/2021
7. Cloud Computing Audit	Financial and Corporate Services	Rec 3 - Ensure Compliance with the Cyber Security Administrative Directive	4	9/30/2021
8. Real Estate Branch Audit	Financial and Corporate Services	Rec 2 - Update Lease Creation Process Requirements	4	9/30/2021
9. Real Estate Branch Audit	Financial and Corporate Services	Rec 4 - Improve Process Documentation	4	9/30/2021
10. Forestry Services Audit	City Operations	Rec 1 - Review Pruning Target	6	11/30/2021
11. Forestry Services Audit	City Operations	Rec 2 - Inspections and Invoices	6	11/30/2021

12. Forestry Services Audit	City Operations	Rec 3 - Review Tree Inventory Data	6	11/30/2021
13. Forestry Services Audit	City Operations	Rec 4 - Review Equipment Utilization	6	11/30/2021
14. Social Development Audit	Citizen Services	Rec 3 - Improve the Adequacy of the Administration Processes for Financial Contributions	7	12/30/2021
15. Information Technology – Disaster Recovery Planning	Financial and Corporate Services	Rec 1 - Fully Implement the Disaster Recovery Program	7	12/31/2021
16. Communications and Engagement Department Audit	Communications and Engagement	Rec 6 - Identify and Resolve Service Model Exceptions	7	12/31/2021
17. Snow and Ice Control Audit	City Operations	Rec 1 - Review and Update Guiding Documents	7	12/31/2021
18. Snow and Ice Control Audit	City Operations	Rec 2 - Improve Decision-Making Processes	7	12/31/2021
19. Snow and Ice Control Audit	City Operations	Rec 4 - Develop Performance Measures that Support Decision-Making	7	12/31/2021
20. Snow and Ice Control Audit	City Operations	Rec 5 - Improve Benchmarking Processes	7	12/31/2021
21. Snow and Ice Control Audit	City Operations	Rec 6 - In-House Versus Contracted Services Cost Analysis	7	12/31/2021
22. Real Estate Branch Audit	Financial and Corporate Services	Rec 1 - Update Property Manager Roles and Responsibilities	7	12/31/2021
23. Real Estate Branch Audit	Financial and Corporate Services	Rec 3 - Complete and Implement the Performance Measurement Framework	7	12/31/2021

24. Open Spaces Asset Transfer Audit	Integrated Infrastructure Services / Urban Planning and Economy	Rec 1 - Document Inspections and Deficiencies	7	12/31/2021
25. City Productivity and Performance Audit (Part 1): Management Staffing Analysis	Office of the City Manager	Rec 1 - Review Supervisor Responsibilities to Reduce Costs and Layers	10	3/31/2022
26. City Productivity and Performance Audit (Part 2): Productivity and Performance Measure Analysis	Office of the City Manager	Rec 1 - Improve Benchmarking	10	3/31/2022
27. Real Estate Branch Audit	Financial and Corporate Services	Rec 5 - Produce an Annual Report of Land Holdings	10	3/31/2022
28. Open Spaces Asset Transfer Audit	Integrated Infrastructure Services / Urban Planning and Economy	Rec 2 - Communications of Inspections	10	3/31/2022
29. Forestry Services Audit	City Operations	Rec 6 - Review Performance Measures	12	5/30/2022
30. Snow and Ice Control Audit	City Operations	Rec 7 - Document Service Level Commitments and Operational Arrangement	13	6/30/2022
31. Snow and Ice Control Audit	City Operations	Rec 3 - Improve Change Management Processes	16	9/30/2022
32. Snow and Ice Control Audit	City Operations	Rec 10 - Improve Staff Oversight	16	9/30/2022
33. Forestry Services Audit	City Operations	Rec 5 - Update Guiding Documents	18	11/30/2022
34. Social Development Audit	Citizen Services	Rec 2 - Evaluate Activities and Outcomes	19	12/30/2022
35. Snow and Ice Control Audit	City Operations	Rec 8 - Develop Cost-Reduction and Revenue Generation Opportunities	19	12/31/2022

36. Open Spaces Asset Transfer Audit	Integrated Infrastructure Services / Urban Planning and Economy	Rec 3 - Formalize the Process to Input Assets into SLIM	19	12/31/2022
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