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| 3. OFFICE OF THE AUDITOR GENERAL (OAG) 2020 AUDIT WORK PLAN BUREAU DU VÉRIFICATEUR GÉNÉRAL (BVG) PLAN DE VÉRIFICATION DE 2020 |
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COMMITTEE RECOMMENDATION, AS AMENDED

That Council approve the Office of the Auditor General's 2020 Audit Work Plan, as amended by the following:

1. Add a comprehensive audit concerning the Audit of OC Transpo Demand Forecasting and Scheduling; and
2. That the "Audit of IT Hardware, Asset Management" and the "Audit of the Pcard Payment System" be deleted from this report and subsequently added to the Auditor General's proposed Audit Work Plan for consideration by the Audit Committee and Council in 2021.

RECOMMANDATION DU COMITÉ, TELLES QUE MODIFIÉES

Que le Conseil approuve le Plan de vérification du Bureau du vérificateur général de 2020, dans sa version modifiée par ce qui suit :

1. Ajouter une vérification complète des prévisions d'achalandage et des horaires d'OC Transpo; et
2. Que la vérification de la gestion du matériel et des actifs de TI et celle du Système de paiement par carte d'achat soient supprimées de ce rapport et pour être ajoutées au Plan de vérification que le vérificateur général soumettra au Comité de la vérification et au Conseil en 2021.

1. Auditor General's Report, dated November 15, 2019
(ACS2019-OAG-BVG-0010)

Rapport du vérificateur général, daté le 15 novembre 2019
(ACS2018-OAG-BVG-0010)
2. Extract of draft Minutes, Audit Committee, 26 November 2019

Extrait de l'ébauche du procès-verbal, Comité de la vérification, le 26
novembre 2019

**Report to
Rapport au:**

**Audit Committee
Comité de la vérification
26 November 2019 / 26 novembre 2019**

**and Council
et au Conseil
11 December 2019 / 11 décembre 2019**

**Submitted on November 15, 2019
Soumis le 15 novembre 2019**

**Submitted by
Soumis par:
Ken Hughes, Auditor General / Vérificateur général**

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2019-OAG-BVG-0010

SUBJECT: Office of the Auditor General (OAG) 2020 Audit Work Plan

OBJET: Bureau du vérificateur général (BVG) Plan de vérification de 2020

REPORT RECOMMENDATION

That the Audit Committee recommend Council approve the Office of the Auditor General's 2020 Audit Work Plan.

RECOMMANDATION DU RAPPORT

Que le Comité de la vérification recommande au Conseil d'approuver le Plan de vérification du Bureau du vérificateur général de 2020.

BACKGROUND

As per Council direction, the OAG's Audit Work Plan is to be presented annually for Council approval.

The methodology used to develop our audit work plan includes the following key steps:

- Meetings with members of Council and senior managers;
- Review of Audit Universe Risk Assessment;
- Review of budget documentation;
- Review of former audits conducted at the City;
- Review of audits and audit work plans from other municipalities;
- Input from Auditor General's staff;
- Meetings with external auditors and review of management letters; and
- Review of Fraud and Waste Hotline reports received.

DISCUSSION

The proposed 2020 Audit Work Plan is presented below:

- Audit of Grants and Contributions
- Audit of IT Hardware, Asset Management
- Audit of OC Transpo Revenue (Cash Controls, Presto Contract, Fare Inspection/Evasion)
- Audit of Ottawa Community Housing
- Audit of Parking Program – Precise ParkLink Inc. Contract
- Audit of the Pcard Payment System

- Audit of Travel and Hospitality

Reviews

In addition to the audits listed above, reviews may be required, depending on external contingencies.

OAG Projects

- Quality Assurance Review (Audit of the OAG);
- Update Audit Universe Risk Assessment;
- Change to Fraud and Waste Hotline solution; and
- Conduct reviews and investigations generated by reports to the Fraud and Waste Hotline.

The OAG continues to work with City staff to promote the Fraud and Waste Hotline internally and externally and also continues to engage City management in their obligations under the Fraud and Waste Policy.

As audits are developed, depending on the nature of the findings, it may be more suitable to issue some related audit elements in separate reports. For example, less significant issues may also be discussed through the issuance of management letters provided directly to management.

Follow-ups

Follow-ups of the reviews and investigation listed below will be conducted to evaluate the adequacy, effectiveness and timeliness of actions taken by management.

- Audit of Compliance with Legislated Ambulance Service Documentation
- Audit of Corporate Security
- Audit of Ethics
- Audit of the HR Master Plan

- Audit of Public Works and Environmental Services Department – Contract Management
- Audit of Public Works and Environmental Services Department – Frozen Services and Hydrant Management and Maintenance
- Audit of the Social Housing Registry
- Audit of Recreation, Cultural and Facility Services Department – Building Engineering and Energy Management
- Audit of Recreation, Cultural and Facility Services Department – Management Processes
- Review of the City's Practices for the Procurement of Commercial Vehicles
- Review of Medication Management at Long-Term Care Homes
- Investigation into the Reporting of an Incident at a City of Ottawa Long-Term Care Home
- Audit of City Leases (subject to management's implementation of recommendations)
- Audit of Information Technology Security Incident Handling and Response (subject to management's implementation of recommendations)

Fraud and Waste Hotline

Our Office will continue to be responsible for the administration of the City's Fraud and Waste Hotline which is available for employees and the public as part of the City's Fraud and Waste Policy. Our Office will review issues raised through the Hotline and will present the reports of those Reviews and Investigations to Audit Committee and City Council. The annual Fraud and Waste Hotline report will be tabled early next year.

Works in Progress

Our Office is currently completing the following from the 2017, 2018 and 2019 Audit Work Plans:

- Audit of By-law and Regulatory Services – By-law Enforcement
- Audit of Fleet Services
- Audit of Lansdowne Accounting/Waterfall
- Audit of Light Rail Transit (LRT) Contingency Fund
- Audit of Long-Term Disability Benefit Processing
- Audit of Meridian Theatres @ CentrepoinTE
- Audit of Ottawa Fire Services – Fire Prevention
- Audit of Recreation, Cultural and Facility Services – Facility Management
- Audit of Shenkman Arts Centre

Follow-up of previous audits, investigation and review have already commenced or will be started shortly and tabled at a future Audit Committee meeting:

- Audit of Child Care Services
- Audit of ByWard and Parkdale Markets
- Audit of the Environmental Services Department (currently Public Works and Environmental Services Department)
- Audit of Information Technology (IT) Remote Access
- Audit of Light Rail Transit Planning and Change Management – Phase I and II
- Audit of the Management of the Lansdowne Contract
- Audit of the Regulatory Framework for Light Rail Transit
- Audit of Road Services Branch – Contract Management
- Investigation into the Giver 150 Playground at Mooney's Bay Park
- Review of the Management of Emergency Shelter Providers – Contract Management

RURAL IMPLICATIONS

There are no rural implications associated with this report.

CONSULTATION

As this is considered an internal administrative matter, no public consultation was undertaken.

COMMENTS BY THE WARD COUNCILLOR(S)

This is a city-wide matter.

ADVISORY COMMITTEE(S) COMMENTS

This section does not apply, as this is a city-wide administrative report.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendation contained in this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this report.

TERM OF COUNCIL PRIORITIES

This report supports the Term of Council Priority related to Governance, Planning and Decision Making.

DISPOSITION

The Office of the Auditor General will proceed according to Audit Committee and Council direction.