

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** February 27, 2008

**SUBJECT:** CITY AUDITOR GENERAL'S REPORT – "INFORMATION  
TECHNOLOGY PROJECTS – OPPORTUNITIES FOR  
IMPROVEMENTS"

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## **RECOMMENDATION**

1. It is recommended that the Commission receive the report from the City Auditor General, "Information Technology Projects – Opportunities for Improvements", for information.
2. Staff be directed to forward the report to the City Audit Committee for their information.

## **FUNDING**

No funding implications.

## **BACKGROUND**

In 2006, as part of the City Auditor General's schedule of audits, the TTC Information Technology Services (ITS) Department was identified as an area for review. I.T. related projects are traditionally considered to be very complex and difficult to manage. Therefore, the City Auditor wished to examine the activities at the TTC. As the report outlines, the audit reviewed projects that commenced in 2001 and auditors tracked activities through December 31, 2006.

## **DISCUSSION**

The Audit report identifies 15 areas with opportunities for improvements. As a result of previous TTC Internal Audit report findings, many of these opportunities had been identified and I.T.S. staff had already put in place corrective actions. As a result, 9 of the 15 identified areas have already been addressed and are therefore marked 'complete'. The remaining items have been acknowledged by staff and activities and timelines to address the issues have been laid out, as reflected in the Management Responses Section of the report.

Further, staff have already met with City and Police I.T. representatives and provided them with the pertinent information from the report and management responses. A commitment to formalize the previously informal quarterly meetings has been agreed to, along with the sharing of past audit reports from their respective areas. In future meetings, progress on audit reports' activities will be shared among the participants. Appropriate reports pertaining to the TTC will be sent to the TTC E-Committee.

The report findings and management responses were reviewed in detail at the January 24<sup>th</sup>, TTC Audit Committee meeting. The Committee accepted the Auditor General's suggestions and endorsed the Management Responses, and directed that the report be forwarded to the Commission at the February 27, 2008 meeting for information. It was further determined at the meeting that a copy of the report and management responses be forwarded to the City Audit Committee for their information.

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February 27, 2008  
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