


































## APPENDIX 2- Management Action Plan Status Details as of September 30, 2020

Legend		
In progress		Completed In progress- deferred/delayed  In progress- on time  
Completed		
Deferred		
In progress- delayed		
Expected completion		

Audit and Finding/Issue	Q3 2020	Q4 2020	2021
<b>Building Permits</b> Permit Review and Issuance Process	 ↓		
<b>Building Inspections</b> Performance Metrics	 ↓		
<b>IT Service Desk</b> Out of Hours System Issues are not Recorded	 ↓		<b>x</b>
<b>IT Service Desk</b> Categorization can be Improved		<b>x</b>	<b>x</b>
<b>Mobile Phone Management</b> Inconsistencies and gaps in the employee off-boarding process		<b>x</b>	<b>x</b>
<b>Mobile Phone Management</b> Inconsistencies and gaps in the employee off-boarding process		<b>x</b>	<b>x</b>
<b>Mobile Phone Management</b> The current mobile device technology management processes do not reflect the changing environment	 ↓		<b>x</b>
<b>Mobile Phone Management</b> The current mobile device technology management processes do not reflect the changing environment	 ↓		<b>x</b>
<b>Mobile Phone Management</b> Personal usage reporting is a manual process and is unsustainable		<b>x</b>	<b>x</b>

<b>Audit and Finding/Issue</b>	<b>Q3 2020</b>	<b>Q4 2020</b>	<b>2021</b>
<b>Mobile Phone Management</b> Personal usage reporting is a manual process and is unsustainable			<b>x</b>
<b>Mobile Phone Management</b> Personal usage reporting is a manual process and is unsustainable			<b>x</b>
<b>Payroll</b> Decentralized Ownership of Employee Data that Supports the Payroll Processing			<b>x</b>
<b>Payroll</b> Decentralized Ownership of Employee Data that Supports the Payroll Processing			<b>x</b>
<b>Payroll</b> Awareness of accountability for Time and Attendance Data Entry			<b>x</b>
<b>Payroll</b> Awareness of accountability for Time and Attendance Data Entry			<b>x</b>
<b>Payroll</b> Awareness of accountability for Time and Attendance Data Entry			<b>x</b>
<b>Payroll</b> Vacation and Leave Balances Calculation			<b>x</b>
<b>Payroll</b> Vacation and Leave Balances Calculation			<b>x</b>
<b>Payroll</b> Vacation and Leave Balances Calculation			<b>x</b>
<b>Payroll</b> Use of KPIs to Track Performance and Address Root Causes			<b>x</b>
<b>Payroll</b> Use of KPIs to Track Performance and Address Root Causes			<b>x</b>
<b>Construction</b> Monthly Reporting to Senior Management			<b>x</b>
<b>HR Recruitment</b> Policies & Procedures Require Review and Update			
<b>HR Recruitment</b> Policies & Procedures Require Review and Update		<b>x</b>	<b>x</b>
<b>HR Recruitment</b> Policies & Procedures Require Review and Update			
<b>Review of Councillor Budget and Staffing Model</b> Process & Policy: Expense Claims			<b>x</b>
<b>Review of Councillor Budget and Staffing Model</b>			<b>x</b>

<b>Audit and Finding/Issue</b>	<b>Q3 2020</b>	<b>Q4 2020</b>	<b>2021</b>
Inconsistent Documentation: Expenses			
<b>Fleet Services</b> Frozen Vehicle Data Units	● →	○	x
<b>Fleet Services</b> Enhance Management Oversight	●	x	x
<b>HR Benefits (Phase 1)</b> Management Oversight	●	x	x
<b>HR Benefits (Phase 1)</b> Policies & Procedures are not current	● ↓	●	○
<b>Rose Theatre Operations</b> Staffing charges are not fully recovered from rental clients	●	x	x
<b>Rose Theatre Operations</b> Rental deposit and outstanding amounts are not consistently collected from rental clients	● →	○	x
<b>Rose Theatre Operations</b> Standard Operating Procedures (SOPs) are not complete or current	● →	○	x
<b>Contract Management</b> Standard Operating Procedures (SOPs) are not current	● →	○	x
<b>Transit Operations</b> Purchasing of repair and maintenance parts	●	x	x
<b>Transit Operations</b> Scrap Sales & Potential Exposure	●	●	○
<b>Transit Operations</b> Inventory Parts Identification Process	●	●	○
<b>Transit Operations</b> Physical Inventory Management	●	●	○
<b>Transit Operations</b> Inventory management systems are not integrated	●	●	2022
<b>Transit Operations</b> Standard operating procedures are not current	●	○	x
<b>Transit Operations</b> Fuel card usage for Sandalwood vehicles that have access to on-site pumps	●	x	x
<b>Transit Operations</b> Monitoring off-site fuel usage and approval of monthly invoices	●	x	x
<b>Transit Operations</b> Monitoring fuel inventory volumes and fuel usage reconciliation	●	○	x
<b>Transit Operations</b> Receiving and paying for fuel inventory	●	x	x

<b>Audit and Finding/Issue</b>	<b>Q3 2020</b>	<b>Q4 2020</b>	<b>2021</b>
<b>Transit Operations</b> Fare Collection and Enforcement			
<b>Transit Operations</b> Transit Accident Claims Process			<b>x</b>
<b>Transit Operations</b> Annual budget and Monitoring Process		<b>x</b>	<b>x</b>
<b>Transit Operations</b> Repair and Maintenance Process		<b>x</b>	<b>x</b>
<b>Transit Operations</b> Attendance cards Mechanics and Stock Keepers	 →		
<b>Transit Operations</b> Disposal Process		<b>x</b>	<b>x</b>