
















































































APPENDIX 2- Management Action Plan Status Details as of March 31, 2021

Legend	
In progress	
Completed	
Deferred	
In progress- delayed	
Expected completion	

Audit and Finding/Issue	Q1 2021	Q2 2021	Q3-Q4 2021
Building Permits Permit Review and Issuance Process		x	x
Building Inspections Performance Metrics		x	x
IT Service Desk Out of Hours System Issues are not Recorded			x
Construction Monthly Reporting to Senior Management			x
HR Recruitment Policies & Procedures Require Review and Update			x
HR Recruitment Policies & Procedures Require Review and Update			x
Fleet Services Frozen Vehicle Data Units			
HR Benefits (Phase 1) Policies & Procedures are not current			
HR Benefits (Phase 1) Validation of Practitioners for STD			
HR Benefits (Phase 1) Validation of Practitioners for STD			
Rose Theatre Operations Standard Operating Procedures (SOPs) are not complete or current		x	x
Contracted Cleaning Contract Terms & Conditions			x

Audit and Finding/Issue	Q1 2021	Q2 2021	Q3-Q4 2021
Asset Management Ineffective automated asset discovery and management tool			x
Asset Management Key person dependency risk			
Asset Management Lack of oversight over electronic card access and physical door keys		x	x
Segregation of Duties Employees suspended in April on a temporary basis still retained their access to sub-systems in addition to only network and email			x
Transit Operations Scrap Sales & Potential Exposure			
Transit Operations Inventory Parts Identification Process			
Transit Operations Physical Inventory Management			
Transit Operations Inventory management systems are not integrated			2022
Transit Operations Fare Collection and Enforcement			
Transit Operations Attendance cards Mechanics and Stock Keepers			
Cyber Security Patch management deficiencies			
Cyber Security Password strength			
Cyber Security Limited security awareness training and testing			
Cyber Security No reporting on spoofing mail services		x	x
Cyber Security Limited network segregation			
Cyber Security Limited network traffic decryption/ inspection			2022
Cyber Security Phishing tests are not performed across the organization			
Cyber Security			

Audit and Finding/Issue	Q1 2021	Q2 2021	Q3-Q4 2021
IT Service Continuity Management Planning is in its early stages of development			
Building Design & Constructions SOP Development & Identification of Mandatory Documentation			
Building Design & Construction Compliance Review & Training	