Select Standing Committee on Public Accounts
March 31, 2021

Office of the Auditor General
Information Technology Asset Management Audit

Shauna Brouwer
Deputy Minister
Ministry of Citizens' Services

1

Overview

- **OAG audited the ministries of Citizens' Services, Finance (including agencies), Health, Education, Forest Lands and Natural Resource Operations and Rural Development**

- **OAG found that the Office of the Chief Information Officer (OCIO) and Ministry of Education managed IT assets in accordance with good practices**

- **OAG found that the selected ministries did not manage IT assets in accordance with good practices as there were gaps in the way their IT assets were managed**

- **OAG identified 7 recommendations and OCIO accepted each of them on behalf of Government**

2

Key Findings:

The OAG report made 7 recommendations for government.

The OCIO is to work with ministries to:

1. identify, establish, and document cybersecurity roles and responsibilities for employees and third-party stakeholders
2. review and update core government policies, standards, and ministry-specific guidelines in accordance with good practices
3. adopt a consistent approach for identifying and tracking IT assets
4. ensure inventories are complete and accurate based on risk appetite
5. establish formal periodic reviews and/or automated tool to ensure records of IT assets are kept accurate
6. develop specific guidelines and procedures for ensuring maps of organizational communication and data flows include are complete
7. ensure IT asset inventory records meet expectations established in government standards and guidelines based on risk assessments

3

Government's Overall Response:

- Protection of government data and networks is a top priority

- OCIO has designed key controls to ensure IT assets provided to ministries are managed appropriately and key inventory information recorded

- OCIO will work with ministries to ensure compliance with government's security standards

4

Summary

- **Government appreciates the analysis and recommendations by the Office of the Auditor General**

- **Government accepts the recommendations and continues to execute on the efforts underway to ensure the security of IT assets**

- **The recommendations will be fulfilled by December 31, 2021**

5

Questions?

6

IT ASSET MANAGEMENT IN B.C. GOVERNMENT

An independent audit report   November 2020

Page 008 of 126 to/à Page 048 of 126

Withheld pursuant to/removed as

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AUDIT TEAM

Cornell Dover,
Assistant Auditor General

David Lau,
Director, IT Audit

Joji Fortin,
Manager, IT Audit

Jenny Wang,
IT Auditor

Hiroko Griese,
Auditor

Kenneth Pomeroy,
Auditor

Justin Brajkovic,
Senior Audit Associate

Richard Davis,
Senior Audit Associate

LOCATION

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Victoria, British Columbia
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This report and others are available at our website, which also contains further information about the office.

REPRODUCING

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BRITISH COLUMBIA | Ministry of Citizens' Services

INFORMATION NOTE
Advice to Deputy Minister

DATE: January 11, 2021   **CLIFF#:** 114395

ISSUE: Office of Auditor General Audit of Information Technology Asset Management

BACKGROUND:

- The Office of the Auditor General (OAG) announced plans to conduct an audit on Information Technology Asset Management in August 2016.
- Information Technology Asset Management refers the processes by which an organization plans, identifies, documents, and manages the assets (including applications and devices) in the organization
- The audit was conducted to determine whether government is performing asset management in a way that maintains the security of sensitive government information.
- The OAG selected five ministries to participate in the audit:
  - Ministry of Citizens' Services,
  - Ministry of Finance (including agencies),
  - Ministry of Health,
  - Ministry of Education, and
  - Ministry of Forest Lands and Natural Resource Operations and Rural Development.

- The OAG provided the final draft of the audit report on November 3, 2020 with plans to publish the report publicly on November 24, 2020.
- The OAG delayed publishing the report due to the election and the new date to publish the report is January 19, 2021 and Government Communications is aware.

The OAG concluded:

  - The Office of the Chief Information Officer's (OCIO) Enterprise Services Division and the Ministry of Education managed IT assets in accordance with good practices that provide the foundation for building strong defences against cybersecurity threats, with exceptions
  - "selected ministries did not manage IT assets in accordance with good cybersecurity practices, as there were gaps in the way their IT assets were managed"

The OAG made seven recommendations in the report:

1) Recommendation 1: OCIO, ministries and, when applicable, third-party providers work together to identify, establish and document cybersecurity roles and responsibilities for employees and for third-party stakeholders, including where those persons have a role in managing IT assets.
2) Recommendation 2: OCIO and the ministries collaborate to review and update core government policies and standards and ministry-specific guidelines in accordance with good cybersecurity practices regarding IT asset inventories.
3) Recommendation 3: OCIO and the ministries collaborate to adopt a consistent approach for identifying and tracking their IT assets to ensure the completeness and accuracy of inventories of IT assets.
4) Recommendation 4: OCIO and the ministries collaborate to ensure that inventories are complete and accurate, based on the assets' risk and the ministries' risk appetite.

5) Recommendation 5: OCIO and the ministries collaborate to establish formal periodic reviews and/or adopt an automated tool for ensuring that records of IT assets are kept accurate, complete and current.
6) Recommendation 6: OCIO and the ministries collaborate to develop specific guidelines and procedures for ensuring that maps of key organizational communication and data flows include key information and are kept accurate, complete and current.
7) Recommendation 7: OCIO and ministries collaborate with their related organizations and third-party providers to ensure that IT asset inventory records meet the expectations established in government standards and guidelines for classification, criticality and business value information based on risk assessments.

DISCUSSION:

- Since August 2016, the OCIO and the five selected ministries have participated in the audit with OAG.
- The OCIO agrees that the audit is risk-based, the audit findings are factual, and the audit recommendations are actionable.
- The OCIO accepted the audit recommendations on behalf of government.

NEXT STEPS:

- The OAG audit report will be published on January 19, 2021 and OCIO will be notified they will receive a future invitation to attend the Public Accounts Committee (PAC).
- The OCIO will work with ministries to develop a detailed action plan and presentation and attend the future PAC meeting.
- The OCIO will lead the IT Asset Management Audit Remediation project to ensure the audit recommendations are implemented.

Attachments: 1. Confidential DMX Draft Report_IT Asset Management.pdf
    2. DM & GCIO Letter Response to IT Asset Management Report.pdf

Contact: Gary Perkins, Executive Director, Information Security Branch, 250-387-7590

RE: 114390 - Auditor General Report

From:	Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>
To:	Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>, Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Cc:	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>, Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Sent:	January 7, 2021 at 2:39:54 PM Pacific Standard Time

Excellent, thanks Courtney! I'll send a meeting invite once the time is confirmed.

K

From: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>
Sent: January 7, 2021 2:39 PM
To: Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>; Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Cc: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>; Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Subject: RE: 114390 - Auditor General Report

Hi Kathleen,

I'm able to attend at that time.

Thanks,

Courtney

From: Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>
Sent: January 7, 2021 2:36 PM
To: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>; Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>
Cc: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>; Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Subject: FW: 114390 - Auditor General Report
Importance: High

Hi Jeannette and Courtney,

We are looking at scheduling a meeting between MLB and the Auditor General – Michael Pickup, as per the email below.   The best time for this meeting for both MLB and the AG on January 13th between 1:30 and 3:00 pm. The call will be 15 minutes.

Krystal advised that Ministry Staff and Courtney should also be on the call.

Jeannette, can you please advise on which Ministry staff should be attending and advise what time works best for them on January 13th between 1:30 and 3:00 pm.

Courtney, the scheduling assistant shows your schedule as available during that window of time, please let me know if there are any conflicts I cannot see.

Thanks,
Kathleen

From: Minister, CITZ CITZ:EX <CITZ.Minister@gov.bc.ca>
Sent: January 6, 2021 1:15 PM
To: Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>
Subject: FW: 114390 - Auditor General Report
Importance: High

From: Linda Salvail <LSalvail@bcauditor.com>
Sent: January 6, 2021 10:57 AM
To: Beare, Lisa CITZ:EX <Lisa.Beare@gov.bc.ca>; Minister, CITZ CITZ:EX <CITZ.Minister@gov.bc.ca>
Cc: Smith, Krystal CITZ:EX <Krystal.Smith@gov.bc.ca>
Subject: 114390 - Auditor General Report
Importance: High

> **[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Dear Minister Beare,

On Monday, January 11, 2021, the Office of the Auditor General will be sending you and your Deputy Minister an advance copy of our upcoming report *"IT Asset Management in B.C. Government"*.

The Auditor General, Michael Pickup, would like to have a 15-minute call with you next week, to provide a short briefing on the report and to answer any questions ahead of its anticipated release on January 19.

I would be pleased to work with your assistant to schedule a convenient date and time for the meeting.

Regards,

Linda Salvail
a/Senior Executive Assistant
Office of the Auditor General of British Columbia
623 Fort Street Victoria, BC V8W 1G1
P: 250.419.6138 | F: 250.387.1230
lsalvail@bcauditor.com | www.bcauditor.com
Twitter | Facebook | YouTube

Attention: This message is intended only for the use of the individual(s) to which it is addressed and may contain confidential information. If you have received this message in error, please contact the sender immediately and delete the material from your computer. Thank you.

RE: 114390 - Auditor General Report

From:	Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>
To:	Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>, Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Cc:	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Sent:	January 8, 2021 at 2:06:55 PM Pacific Standard Time

Hi Rebecca,

The AG's office has confirmed their attendees for the Jan 13th meeting:
Attending Call AGO:
Ada Chiang, Executive Director, IT Audit
David Lau, Director, IT Audit
René Pelletier, Executive Director, IT Audit
Thanks,
K

From: Fleurant, Kathleen CITZ:EX
Sent: January 8, 2021 12:31 PM
To: Thacker, Rebecca CITZ:EX ; Cook, Jeannette CITZ:EX
Cc: Molyneux, Jennifer CITZ:EX
Subject: RE: 114390 - Auditor General Report
Hi Rebecca,

This meeting is now confirmed for January 13th from 2:40 to 2:55 pm. Here are the conference line details:
Teleconference details[s.15; s.17]   / **Participant ID**[s.15; s.17]   [AGO to moderate)
Here is the complete attendee list for CITZ:
Attending Call:
MLB
Krystal Smith, SMA
Kassandra Lawal, MA
Alison Copeland, EA
Shauna Brouwer, DM
CJ Ritchie, Associate DM
Alex MacLennan, ADM
Dean Skinner, ADM
Courtney Stewart, Communications Director
Thank you,
Kathleen

From: Fleurant, Kathleen CITZ:EX
Sent: January 8, 2021 12:20 PM
To: Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>; Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Cc: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Subject: RE: 114390 - Auditor General Report
Hi Rebecca,

Thanks for this. I am waiting to hear back from the AG's office, but just to let you know, I've asked to have it confirmed for 2:40 to 2:55 pm on Jan 13th.

I am also waiting for them to confirm on a teleconference line as they requested the meeting. I will confirm all details as soon as I hear back.
Can you please ensure you sent Courtney an invite from you end once this is confirmed.
Thanks,
Kathleen

From: Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Sent: January 8, 2021 11:12 AM
To: Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>; Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>

Cc: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>

Subject: RE: 114390 - Auditor General Report

Hi Kathleen,

This phone call should include Shauna, CJ Ritchie, Alex MacLennan and Dean Skinner. Preference would be a time between 2 pm and 3 pm.

We will be preparing speaking notes for this call and provide a short pre-brief on Tuesday January 12 for Minister at the roundtable meeting.

Thank you,

Rebecca Thacker

Administrative Coordinator

Deputy Minister's Office | Ministry of Citizens' Services

Ph: 250 387-8842 | e: Rebecca.Thacker@gov.bc.ca

From: Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>

Sent: January 8, 2021 10:52 AM

To: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>

Cc: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>; Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>

Subject: RE: 114390 - Auditor General Report

Hi Jeannette,

Just following up on this. Can you advise?

Thanks,

Kathleen

From: Fleurant, Kathleen CITZ:EX

Sent: January 7, 2021 2:36 PM

To: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>; Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>

Cc: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>; Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>

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Sent: January 6, 2021 1:15 PM

To: Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>

Subject: FW: 114390 - Auditor General Report

Importance: High

From: Linda Salvail <LSalvail@bcauditor.com>

Sent: January 6, 2021 10:57 AM

To: Beare, Lisa CITZ:EX <Lisa.Beare@gov.bc.ca>; Minister, CITZ CITZ:EX <CITZ.Minister@gov.bc.ca>

Cc: Smith, Krystal CITZ:EX <Krystal.Smith@gov.bc.ca>

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lsalvail@bcauditor.com | www.bcauditor.com
Twitter | Facebook | YouTube

BRITISH COLUMBIA | Ministry of Citizens' Services

INFORMATION NOTE
Advice to Minister Beare

DATE: January 6, 2021   **CLIFF#:** 114422

ISSUE: Office of Auditor General Audit of Information Technology Asset Management

BACKGROUND:

- The Office of the Auditor General (OAG) announced plans to conduct an audit on Information Technology Asset Management in August 2016.
- Information Technology Asset Management refers the processes by which an organization plans, identifies, documents, and manages the assets (including applications and devices) in the organization
- The audit was conducted to determine whether government is performing asset management in a way that maintains the security of sensitive government information.
- The OAG selected five ministries to participate in the audit:
    - Ministry of Citizens' Services,
    - Ministry of Finance (including agencies),
    - Ministry of Health,
    - Ministry of Education, and
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- The OAG provided the final draft of the audit report on November 3, 2020 with plans to publish the report publicly on November 24, 2020.
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The OAG made seven recommendations in the report:

1) Recommendation 1: OCIO, ministries and, when applicable, third-party providers work together to identify, establish and document cybersecurity roles and responsibilities for employees and for third-party stakeholders, including where those persons have a role in managing IT assets.
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DISCUSSION:

- Since August 2016, the OCIO and the five selected ministries have participated in the audit with OAG.
- The OCIO agrees that the audit is risk-based, the audit findings are factual, and the audit recommendations are actionable.
- The OCIO accepted the audit recommendations on behalf of government.

NEXT STEPS:

- The OAG audit report will be published on January 19, 2021 and OCIO will be notified they will receive a future invitation to attend the Public Accounts Committee (PAC).
- The OCIO will work with ministries to develop a detailed action plan and presentation and attend the future PAC meeting.
- The OCIO will lead the IT Asset Management Audit Remediation project to ensure the audit recommendations are implemented.

Contact: Alex MacLennan, Assistant Deputy Minister, OCIO Enterprise Services, (250) 507-6361
                     Gary Perkins, Executive Director, Information Security Branch, (250) 387-7590

114422 - MIN SN_AG Briefing on IT Asset Management Audit 20210108

From:	Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>
To:	Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Sent:	January 12, 2021 at 11:24:56 AM Pacific Standard Time
Attachments:	image002.png, image001.png, 114422 - MIN SN_AG Briefing on IT Asset Management Audit 20210108.docx

Hi Rebecca,

Some minor edits in tracked changes.

Thanks for sharing!

Courtney

Courtney Stewart
Communications Director | Government Communications and Public Engagement
Ministry of Citizens' Services
Ph: 778-698-8755 | Cell: 250-920-5104
courtney.stewart@gov.bc.ca

SPEAKING NOTES

for

MINISTER LISA BEARE

BRIEFING WITH THE AUDITOR GENERAL

Release of IT Asset Management Audit Report

Wednesday January 13, 2021

2:40pm – 2:55pm

Run Time: 3 mins

Opening Remarks

I am happy to meet with you today to discuss the upcoming release of the IT Asset Management Report that you and your team have developed.

I have been briefed by my staff at the Office of the Chief Information Officer (OCIO).

~~I am happy to meet with you today to discuss the upcoming release of the IT Asset Management Report that you and your team have developed.~~

My Ministry takes protecting IT assets very seriously and we knows that a strong cybersecurity defense includes good IT asset management.

We accept all seven recommendations in the report and will be developing a detailed action plan to implement them.

Under the leadership of the OCIO, we will ~~ensure~~ make sure that good practices are put in place and followed, that roles are defined, and that inventory is managed appropriately.

Discussion

Thank you for the effort your team put into this report.

I understand it took three years to complete and you worked with ministries and stakeholders across government.

I also understand ~~that~~ there were significant efforts made to collaborate with all parties in order to ~~ensure~~ <u>make sure</u> the report is both factual and actionable.

These are critical attributes of a successful audit.

My Ministry is well positioned to work with ministries to fulfill the ~~audit~~ recommendations and <u>we</u> began to work on addressing the findings before the audit was completed.

Regarding that, the OCIO has developed a consistent approach to providing ministries access to current information about their assets.

This has included the implementation of a workstation fleet management dashboard to provide ministries better access to information about computers provided <u>to</u> their employees.

The OCIO is continually working to improve the completeness and accuracy of asset inventories<u>.</u>

<u>They</u> ~~and~~ will engage each of the ministries and begin the official IT Asset Management Audit Remediation project in the coming weeks.

This project will improve IT Asset Management throughout government and implement key processes to ensure a consistent approach to asset inventory.

Thank you for the contributions of you and your team to improving IT Asset Management in government.

BRITISH COLUMBIA | Ministry of Citizens' Services

SPEAKING NOTES

for

MINISTER LISA BEARE

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Thank you for the contributions of you and your team to improving IT Asset Management in government.

RE: Call with the Auditor General

From:	Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
To:	Fleurant, Kathleen CITZ:EX <Kathleen.Fleurant@gov.bc.ca>
Cc:	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>, Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>, Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>
Sent:	January 12, 2021 at 12:55:28 PM Pacific Standard Time
Attachments:	114442 - MIN IBN - OAG Audit of Information Technology Asset Management 20210108.docx, 114422 - MIN SN_AG Briefing on IT Asset Management Audit 20210108.docx

Hi Kathleen,

Here's the material for tomorrow.

Thanks.
JC

From: Cook, Jeannette CITZ:EX
Sent: January 12, 2021 10:18 AM
To: Fleurant, Kathleen CITZ:EX
Cc: Molyneux, Jennifer CITZ:EX ; Thacker, Rebecca CITZ:EX
Subject: Call with the Auditor General

Hi Kathleen,

Just letting you know that we have material (info note and speaking notes) with Shauna for approval for Minister's call tomorrow. She has a bit of time at lunch for review and will send it along after that.

Thanks.
JC

Jeannette Cook| Director, Executive Operations
Deputy Minister's Office **|** Ministry of Citizens' Services
Ph: 250 387-8817 **|** *e:* jeannette.cook@gov.bc.ca

ID: 10568, Title: RUSH MIN SN - Phone call with AG - IT Asset Management Audit

Approval Route: Gary Perkins > Hilary Street > ADM Alex MacLennan > GCIO CJ Ritchie > DMO > DM Shauna Brouwer > MO

Assigned To: Deputy Minister's Office, CITZ   **Rush:** Yes   **Category:** Meeting Materials - Full Speaking Notes   **Signature:** Minister

Branch: CIO-ADMO   **Other Number:** 114422   **Link:**

Due Date: 1/11/2021   **Date Completed:** N/A   **Date Initiated:** 1/8/2021

Title	Comments	Date
Cook, Jeannette CITZ:EX [Assignee] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	material provided to the MO Jan 12/13. Pls save/return for branch records. Thx.	1/12/2021, 12:58:05 PM
Thacker, Rebecca added a document: 114422 - MIN SN_AG Briefing on IT Asset Management Audit 20210108.msg		1/12/2021, 11:45:06 AM
Thacker, Rebecca [Colleague of Cook, Jeannette CITZ:EX] added a comment	Minister's speaking notes review/approved by GCPE.	1/12/2021, 11:44:15 AM
Thacker, Rebecca added a document: 114422 - MIN SN_AG Briefing on IT Asset Management Audit 20210108.docx		1/12/2021, 11:29:12 AM
Brouwer, Shauna [Assignee] approved the item and forwarded it to Cook, Jeannette CITZ:EX for action	No Comment	1/12/2021, 10:29:04 AM
Cook, Jeannette CITZ:EX made some changes to this item's details		1/12/2021, 10:22:11 AM
Cook, Jeannette CITZ:EX [Assignee] forwarded an eApprovals item to Brouwer, Shauna for action	RUSH - material for approval for Minister's call tomorrow. This.	1/12/2021, 9:22:36 AM
Thacker, Rebecca [Colleague of Deputy Minister's Office, CITZ] forwarded an eApprovals item to Cook, Jeannette CITZ:EX for action	For DM review/approval. Then to MO.	1/11/2021, 4:08:26 PM
Thacker, Rebecca made some changes to this item's details		1/11/2021, 4:04:04 PM
Houchin, Justine S [Site Admin] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	Back to you, per conversation with Rebecca	1/11/2021, 3:44:20 PM

Title	Comments	Date
Houchin, Justine S [Assignee] forwarded an eApprovals item to Stewart, Courtney for action	RUSH! Hi Courtney! Can you do a quick review of the attached SNs? Minister will be meeting with the Auditor General on Wednesday. Thx!	1/11/2021, 3:38:34 PM
Thacker, Rebecca [Colleague of Deputy Minister's Office, CITZ] forwarded an eApprovals item to Houchin, Justine S for action	Could you please note if the speaking notes have been approved by GCPE?	1/11/2021, 1:29:39 PM
Houchin, Justine S [Assignee] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	GCIO approved. For Wednesday call with AG.	1/8/2021, 5:27:39 PM
Ritchie, CJ CITZ:EX [Assignee] approved the item and forwarded it to Houchin, Justine S for action	No Comment	1/8/2021, 5:24:55 PM
Houchin, Justine S [Assignee] forwarded an eApprovals item to Ritchie, CJ CITZ:EX for action		1/8/2021, 3:53:00 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Houchin, Justine S for action	Approved by ADM. For GCIO review. IN has the same contents as DM version in separate eApp.	1/8/2021, 2:23:58 PM
Street, Hilary CITZ:EX added a document: MIN IN - OAG Audit of Information Technology Asset Management 20210108.docx		1/8/2021, 2:22:16 PM
MacLennan, Alex [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Approved. One edit included	1/8/2021, 2:04:01 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	Comments have been addressed. For your review and approval.	1/8/2021, 1:41:12 PM
MacLennan, Alex [Assignee] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	A few comments. Otherwise good.	1/8/2021, 12:48:57 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	SN for your review and approval. IN to be added once approved separately.	1/8/2021, 12:37:40 PM
Perkins, Gary [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Kept it short and informal and acknowledged the challenges and duration of this audit.	1/8/2021, 12:04:50 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Perkins, Gary for action	Please draft speaking notes for Minister briefing with Auditor General on IT Asset Management release. Keep SN informal and not technical. Additional document is to be already developed IN and will be added once approved by ADM. Due back ASAP.	1/8/2021, 9:56:19 AM

Title	Comments	Date
Street, Hilary CITZ:EX added a document: Minister Beare SN_AG Briefing on IT Asset Management Audit 20210113.docx		1/8/2021, 9:54:29 AM
Houchin, Justine S [Assignee] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	Due back to GCIO ASAP. Thx!	1/8/2021, 9:03:51 AM
Houchin, Justine S made some changes to this item's details		1/8/2021, 8:59:06 AM
Houchin, Justine S made some changes to this item's details		1/8/2021, 8:58:57 AM
Thacker, Rebecca added a document: RE_ 114390 - Auditor General Report.msg		1/8/2021, 8:47:16 AM
Thacker, Rebecca [Assignee] forwarded an eApprovals item to Houchin, Justine S for action	Please prepare speaking notes and material for this upcoming Minister's call on January 13. Thank you.	1/8/2021, 8:46:07 AM
Thacker, Rebecca created this item		1/8/2021, 8:42:26 AM

ID: 10536, Title: DM IN - Information Technology Asset Management Audit

Approval Route: Gary Perkins> Hilary Street> ADM Alex MacLennan> Justine Houchin > GCIO CJ Ritchie > DMO > DM Shauna Brouwer

Assigned To: Deputy Minister's Office, CITZ   **Rush:** No   **Category:** Briefing Note - Information Note   **Signature:** Deputy Minister

Branch: CIO-ES-ISB **Other Number:** 114395 **Link:**

Due Date: 2021-01-15 **Date Completed:** N/A **Date Initiated:** 2021-01-06

Title	Comments	Date
Cook, Jeannette CITZ:EX [Assignee] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	Please save/ BF for call / return for branch files. Thx.	2021-01-12 9:58:02 AM
Thacker, Rebecca [Colleague of Deputy Minister's Office, CITZ] forwarded an eApprovals item to Cook, Jeannette CITZ:EX for action	For DM review/approval. DM briefing today at 2:30pm. Material printed for upcoming meeting.	2021-01-11 12:40:05 PM
Houchin, Justine S [Assignee] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	GCIO approved. For Monday's briefing with the DM.	2021-01-08 5:27:09 PM
Ritchie, CJ CITZ:EX [Assignee] approved the item and forwarded it to Houchin, Justine S for action	No Comment	2021-01-08 5:25:04 PM
Houchin, Justine S [Assignee] forwarded an eApprovals item to Ritchie, CJ CITZ:EX for action		2021-01-08 3:53:13 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Houchin, Justine S for action	Approved by ADM. For GCIO review and approval. Briefing likely to be scheduled for Jan 11th. Contents of IN are the same as Minister version in separate eApp.	2021-01-08 2:26:42 PM
MacLennan, Alex [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Approved	2021-01-08 2:05:51 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	Updated for your review and approval. Gary has added bullet regarding definition for IT Asset management	2021-01-08 11:52:43 AM
Perkins, Gary [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Updated accordingly, comment removed.	2021-01-08 11:13:31 AM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Perkins, Gary for action	ADM has requested small addition of adding definition of what Asset Management is in the beginning of IN. Please address and send back ASAP.	2021-01-08 10:01:04 AM
MacLennan, Alex [Assignee] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	One suggested addition to IN	2021-01-08 9:44:57 AM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	For your review and approval. Meeting date has yet to be set	2021-01-07 12:23:20 PM
Street, Hilary CITZ:EX made some changes to this item's details		2021-01-07 10:01:08 AM
Gray, Nancy CITZ:EX [Assignee] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	Cliff # added	2021-01-07 8:13:45 AM
Gray, Nancy CITZ:EX [Assignee] added a comment	Cliff # 114395	2021-01-07 8:13:21 AM
Perkins, Gary [Assignee] approved the item and forwarded it to Gray, Nancy CITZ:EX for action	Please CLIFF and forward to Hilary.	2021-01-06 5:32:56 PM
Perkins, Gary added a document: DM & GCIO Letter Response to IT Asset Management Report.pdf		2021-01-06 5:32:24 PM
Perkins, Gary added a document: DM IN - OAG Audit of Information Technology Asset Management.docx		2021-01-06 5:32:14 PM

Title	Comments	Date
Perkins, Gary added a document: Confidential DMX Draft Report_IT Asset Management.pdf		2021-01-06 5:32:14 PM
Perkins, Gary created this item		2021-01-06 5:31:51 PM

OFFICE OF THE
Auditor General
of British Columbia

NEWS RELEASE
For Immediate Release

January 19, 2021

About the Office of the Auditor General of British Columbia

The auditor general is a non-partisan, independent officer of the legislature who reports directly to the legislative assembly. The *Auditor General Act* empowers the auditor general and staff to conduct audits, report findings and make recommendations.

Contact us

For general questions and interview requests:

Julie Gauthier

Communications Manager

jgauthier@bcauditor.com

250-419-6204

www.bcauditor.com

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Can you file under audits thx FW: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ

From:	Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To:	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Sent:	January 21, 2021 at 6:14:43 PM Pacific Standard Time

From: Comptroller General, BC FIN:EX
Sent: January 19, 2021 4:35 PM
To: Perkins, Gary CITZ:EX ; Skinner, Dean C CITZ:EX ; Teo, HB FIN:EX ; Richmond, Bruce A PSA:EX ; Rossander, Denise R IIT:EX ; Shrimpton, Paul HLTH:EX ; Twyford, Philip HLTH:EX
Cc: Ritchie, CJ CITZ:EX ; Brouwer, Shauna CITZ:EX ; Wood, Heather FIN:EX ; Sadler, Bobbi PSA:EX ; Allan, John FLNR:EX ; Brown, Stephen R HLTH:EX ; Comptroller General, BC FIN:EX ; Fischer, Carl M FIN:EX ; Ranta, Michelle HLTH:EX ; Herron, Marisa HLTH:EX ; Little, Kari FIN:EX
Subject: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ
Importance: High

We are writing to inform you that the audit report on "IT Asset Management in B.C. Government" that has been performed on the organization under your ministry's responsibility by the Office of the Audit General (OAG) is now published on their website at: https://www.bcauditor.com/pubs/2021/it-asset-management-bc-government. This audit report will be reviewed at the Select Standing Committee on Public Accounts (PAC) at a future date and your organization will be requested to provide a witness before PAC.

Your organization is encouraged to start working on your PowerPoint presentation to PAC as soon as possible, as there will be very little notice on when PAC meetings are scheduled, and you will not have sufficient time to prepare your presentation if you wait until notification of the PAC meeting date. For your assistance, the Office of the Comptroller General has made available a SharePoint site "Auditor General Audits – Information & Resources" that can provide you information on preparation for being a witness at PAC and preparing your PAC presentation. Specifically, you can find information on:

- Select Standing Committee on Public Accounts – Presenting Government Response
- PAC Presentation PowerPoint template

In addition to the PowerPoint presentation, you are <u>also requested</u> to provide an Action Plan to PAC. Your organization will be asked to produce an action plan that includes planned actions to address recommendations, and the timeline for implementation. Your organization will present this plan to PAC when the report is first discussed with the Committee. To assist PAC in administering the process, this document is submitted to the Office of the Comptroller General who will then forward it to PAC, and you are also requested to provide a copy to the Office of the Auditor General. You can find the information to complete the Action Plan using the following links:

- Action Plan Template
- Action Plan Template Instructions and Submission Details

If you have further questions, or require assistance in preparing your PAC presentation, please contact: Gordon.Wong@gov.bc.ca

RE: Can you file under audits thx FW: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ

From: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
To: Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Sent: January 25, 2021 at 9:34:31 AM Pacific Standard Time

Hi Rebecca,

I didn't get a chance on Friday to send an eApp to OCIO-ES. Please send one and include in the comments that CSD has to review the material once it's prepared. Thanks.

From: Cook, Jeannette CITZ:EX
Sent: January 22, 2021 4:26 PM
To: Molyneux, Jennifer CITZ:EX
Cc: Thacker, Rebecca CITZ:EX
Subject: RE: Can you file under audits thx FW: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ

Hi Jen,

Yes, an eApproval should be sent to the OCIO. ES is leading on this presentation, and Alex has been in touch with Dean about CSD reviewing after material is prepared.

Thanks.

JC

From: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Sent: January 22, 2021 10:02 AM
To: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Cc: Thacker, Rebecca CITZ:EX <Rebecca.Thacker@gov.bc.ca>
Subject: FW: Can you file under audits thx FW: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ
Importance: High

Hi Jeannette,

See below about IT Asset Management in BC Government going to PAC. No date for meeting yet. As a PowerPoint presentation will need to prepared and an action plan for the PAC meeting, I'm thinking an eApp should be sent soon, so staff can start preparing. As the below email note went to CITZ, FIN, PSA, HLTH and IIT, who would be taking the lead preparing this material? Or does each Ministry listed below need to prepare there own material?

From: Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Sent: January 21, 2021 6:15 PM
To: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Subject: Can you file under audits thx FW: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ
Importance: High

From: Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>
Sent: January 19, 2021 4:35 PM
To: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Skinner, Dean C CITZ:EX <Dean.Skinner@gov.bc.ca>; Teo, HB FIN:EX <HB.Teo@gov.bc.ca>; Richmond, Bruce A PSA:EX <Bruce.Richmond@gov.bc.ca>; Rossander, Denise R IIT:EX <Denise.Rossander@gov.bc.ca>; Shrimpton, Paul HLTH:EX <Paul.Shrimpton@gov.bc.ca>; Twyford, Philip HLTH:EX <Philip.Twyford@gov.bc.ca>
Cc: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>; Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>; Wood, Heather FIN:EX <Heather.Wood@gov.bc.ca>; Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>; Allan, John FLNR:EX <John.Allan@gov.bc.ca>; Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>; Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>; Fischer, Carl M FIN:EX <Carl.Fischer@gov.bc.ca>; Ranta, Michelle HLTH:EX <Michelle.Ranta@gov.bc.ca>; Herron, Marisa HLTH:EX <Marisa.Herron@gov.bc.ca>; Little, Kari FIN:EX <Kari.Little@gov.bc.ca>
Subject: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ
Importance: High

We are writing to inform you that the audit report on "IT Asset Management in B.C. Government" that has been performed on the organization under your ministry's responsibility by the Office of the Audit General

(OAG) is now published on their website at: https://www.bcauditor.com/pubs/2021/it-asset-management-bc-government. This audit report will be reviewed at the Select Standing Committee on Public Accounts (PAC) at a future date and your organization will be requested to provide a witness before PAC.
Your organization is encouraged to start working on your PowerPoint presentation to PAC as soon as possible, as there will be very little notice on when PAC meetings are scheduled, and you will not have sufficient time to prepare your presentation if you wait until notification of the PAC meeting date. For your assistance, the Office of the Comptroller General has made available a SharePoint site "Auditor General Audits – Information & Resources" that can provide you information on preparation for being a witness at PAC and preparing your PAC presentation. Specifically, you can find information on:

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- Action Plan Template
- Action Plan Template Instructions and Submission Details

If you have further questions, or require assistance in preparing your PAC presentation, please contact: Gordon.Wong@gov.bc.ca

INFORMATION NOTE
Advice to Deputy Minister

DATE: January 20, 2021   **CLIFF#:** 114493

ISSUE: Office of Auditor General Audit of Information Technology Asset Management

BACKGROUND:

- The Office of the Auditor General (OAG) announced plans to conduct an audit on Information Technology Asset Management in August 2016.
- Information Technology Asset Management refers the processes by which an organization plans, identifies, documents, and manages the assets (including applications and devices) in the organization
- The audit was conducted to determine whether government is performing asset management in a way that maintains the security of sensitive government information.
- The OAG selected five ministries to participate in the audit:
    - Ministry of Citizens' Services,
    - Ministry of Finance (including agencies),
    - Ministry of Health,
    - Ministry of Education, and
    - Ministry of Forest Lands and Natural Resource Operations and Rural Development.
- The OAG provided the final draft of the audit report on November 3, 2020 and published the report and conducted a press release on January 19, 2021.
- Following the press release, several news outlets published stories suggesting "BC Government is lax on cybersecurity practices to protect IT assets". The level of interest is on par or slightly less with similar audits in the past.

The OAG concluded:

- The Office of the Chief Information Officer's (OCIO) Enterprise Services Division and the Ministry of Education managed IT assets in accordance with good practices that provide the foundation for building strong defences against cybersecurity threats, with exceptions
- "selected ministries did not manage IT assets in accordance with good cybersecurity practices, as there were gaps in the way their IT assets were managed"

The OAG made seven recommendations in the report:

1) Recommendation 1: OCIO, ministries and, when applicable, third-party providers work together to identify, establish and document cybersecurity roles and responsibilities for employees and for third-party stakeholders, including where those persons have a role in managing IT assets.
2) Recommendation 2: OCIO and the ministries collaborate to review and update core government policies and standards and ministry-specific guidelines in accordance with good cybersecurity practices regarding IT asset inventories.
3) Recommendation 3: OCIO and the ministries collaborate to adopt a consistent approach for identifying and tracking their IT assets to ensure the completeness and accuracy of inventories of IT assets.
4) Recommendation 4: OCIO and the ministries collaborate to ensure that inventories are complete and accurate, based on the assets' risk and the ministries' risk appetite.

5) Recommendation 5: OCIO and the ministries collaborate to establish formal periodic reviews and/or adopt an automated tool for ensuring that records of IT assets are kept accurate, complete and current.
6) Recommendation 6: OCIO and the ministries collaborate to develop specific guidelines and procedures for ensuring that maps of key organizational communication and data flows include key information and are kept accurate, complete and current.
7) Recommendation 7: OCIO and ministries collaborate with their related organizations and third-party providers to ensure that IT asset inventory records meet the expectations established in government standards and guidelines for classification, criticality and business value information based on risk assessments.

DISCUSSION:

- The OCIO agrees that the audit is risk-based, the audit findings are factual, and the audit recommendations are actionable.
- The Government Chief Information Officer (GCIO) accepted the audit recommendations on behalf of government.
- The OCIO made improvements to asset management in government prior to the release of the report including a Workstation Fleet Management Dashboard to assist ministries with managing ownership of desktop and laptop computers.
- The OCIO is in the process of hiring two contractors (Project Manager and Technical Writer) to work with ministries to fulfil each of the recommendations. OCIO will need to fund these two positions from February until December 2021.
- The OAG audit report was published on January 19, 2021 and the OCIO and ministries received an invitation to attend the Public Accounts Committee (PAC) on March 31, 2021.

NEXT STEPS:

- The OCIO will work with ministries to develop a detailed action plan and presentation. The CITZ Deputy Minister will sign off on the Detailed Action Plan and Presentation before it is submitted to PAC.
- The CITZ Deputy Minister is requested to attend PAC along with representatives from each audited ministry. Typically the Ministry Chief Information Officer will attend. The Government Chief Information Officer, Chief Technology Officer, and Chief Information Security Officer are advised to attend.
- CITZ will lead the presentation and ministry attendees attend to show support and answer questions specifically directed at their ministry. This was common with the last IT audit.
- The CITZ Deputy Minister or delegate will prepare to attend PAC including development of Frequently Asked Questions.
- The PAC meeting is scheduled for March 31, 2021.
- The OCIO will lead the IT Asset Management Audit Remediation project to ensure the audit recommendations are implemented by December, 2021.
- The OCIO will submit the Action Plan and Progress Assessment in December, 2021 with each item showing as complete and request the audit is closed.

Attachment(s): 1. Detailed Action Plan_PAC – IT Asset Management Audit 2021.docx
2. PAC IT Asset Management Audit 2021.pptx
3. QandA_for_PAC_Presentation_Feb_2021.docx
4. DM PAC IT Asset Management Audit speaking notes.docx

Contact: Gary Perkins, Executive Director, Information Security Branch, 250-387-7590

Public Accounts Committee on OAG IT Asset Management Audit

Deputy Minister Q&A

General Awareness

1. **Was the OCIO aware of Ministries non-compliance?**

   The OCIO takes the protection of data and security of systems very seriously. We are grateful for the clarity this audit provided and will share OCIO practices around asset management with each of the ministries.

2. **Why were you not aware of this sooner?**

   Ministries are accountable for purchasing and managing ministry assets. This was not something that the OCIO was actively monitoring previously.

Timeline

3. **When will the Ministries become compliant and how will the OCIO ensure they remain compliant?**

   All the audit recommendations will be fulfilled by December 2021 and the OCIO is establishing processes to ensure on-going compliance. Where possible, automated processes will be implemented that enforce policy and business rules.

4. **Since these are items that should have been in place, why will it take until December 2021 to remediate these issues?**

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There are a total of 7 recommendations. We take this audit seriously and working to have all audit recommendations complete by the end of the year. We are taking a risk-based approach and working with each ministry to fulfill the recommendations. Some of the activities require significant engagement with each ministry throughout government and related agencies and this will take some time to do in a meaningful way.

IT asset management is complicated at the size and scale government operates at and involves systems throughout government. It will take time to engage stakeholders (including those that did not participate in the audit to date), revise procedures and implement solutions to fully implement the audit recommendations in a sustainable and cost-effective way that does not cause harm to Ministries' critical systems.

5. **You state that you began work before the audit was complete. What has been accomplished to date?**

OCIO regularly works with ministries to improve services and align with best practice, this is an ongoing effort between OCIO, ministries and, when applicable, third-party providers.

We are engaging each of the ministries in government on a project to remediate the audit findings.

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Recommendation 1:
OCIO, ministries and, when applicable, third-party providers work together to identify, establish and document cybersecurity roles and responsibilities for employees and for third-party stakeholders, including where those persons have a role in managing IT assets.

OCIO Security examined policies and standards. summarized, and communicated cybersecurity roles and responsibilities across government to ensure common understanding. OCIO Security, working with ministries, initiated a review of cybersecurity roles and

2

responsibilities and documented areas where additional clarity is needed.

Recommendation 2:
OCIO and the ministries collaborate to review and update core government policies and standards and ministry-specific guidelines in accordance with good cybersecurity practices regarding IT asset inventories.

OCIO Security have updated several Information Technology Standards including the Access Control Standard, Mobile Device Security Standard, Security Threat and Risk Assessment Standard and are initiating a broader review of policies and standards to ensure cybersecurity roles and responsibilities are covered.

Recommendation 3:
OCIO and the ministries collaborate to adopt a consistent approach for identifying and tracking their IT assets to ensure the completeness and accuracy of inventories of IT assets.

OCIO delivered the Workstation Fleet Management Dashboard to provide ministries additional visibility into what assets are in the possession of ministry employees. This tool will assist ministries in ensuring asset inventories are current.

Recommendation 4:
OCIO and the ministries collaborate to ensure that inventories are complete and accurate, based on the assets' risk and the ministries' risk appetite.

(Will be addressed as part of the IT Asset Management Audit Remediation project.)

Recommendation 5:

3

OCIO and the ministries collaborate to establish formal periodic reviews and/or adopt an automated tool for ensuring that records of IT assets are kept accurate, complete and current.

(Will be addressed as part of the IT Asset Management Audit Remediation project.)

Recommendation 6:
OCIO and the ministries collaborate to develop specific guidelines and procedures for ensuring that maps of key organizational communication and data flows include key information and are kept accurate, complete and current.

(Will be addressed as part of the IT Asset Management Audit Remediation project.)

Recommendation 7:
OCIO and ministries collaborate with their related organizations and third-party providers to ensure that IT asset inventory records meet the expectations established in government standards and guidelines for classification, criticality and business value information based on risk assessments.

(Will be addressed as part of the IT Asset Management Audit Remediation project.)

These actions are intended to fulfil the OAG Audit recommendations and our focus will be to ensure the necessary activities are continued within each ministry of the Province.

If pressed

The OCIO has included a representative from every Ministry/Agency, including those involved in the IT Asset Management Audit, to attend the reoccurring meetings.

In these meetings the OCIO and Ministries will:

4

- review the documented roles and responsibilities
- identify and incorporate improvements
- communicate the roles and responsibilities
- will develop and provide the necessary training to ensure they are well understood and implemented

The OCIO will initiate the following:
- developing a series of processes for ministries to review and action as appropriate
- creating the training material required to by administrators to manage assets appropriately
- ensure processes are being followed by each ministry
- review the Policy and Standards and update where required

Ministry Specific

6. **Why would the Ministries not follow the specified Policy and Standards, considering all ministry CIOs have a reporting relationship to the GCIO, who holds the responsibility for the Standards?**

The policy and standards are the responsibility of the GCIO. The implementation of the policy and standards is a responsibility of the ministries. In recent years the GCIO has taken responsibility and action to improve ministries compliance with the Policy and Standards.

Each Ministry is unique in its business environment. Although intentions are good, there is always staff turnover, lack of appropriate training and workload issues which can cause distraction or leave a task incomplete. The OCIO will ensure procedures are documented, published broadly and training occurs in the future.

7. **Why is there no standardized training for asset management?**

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11. What assets were found to be unmanaged?

OCIO-provided devices including servers, desktop and laptop computers, network elements, and mobile phones have asset inventories and are managed by OCIO or vendors who are contracted to on our behalf. Some ministries did not have documented inventories of ministry assets like SmartTVs.

12. How do you plan to establish clear roles and responsibilities between the Ministries and the OCIO?

Recurring meetings have already been established to remediate the audit findings, and we will work with the Ministries to ensure they understand their obligations. The OCIO has included a representative from every Ministry/Agency, including those involved in the IT Asset Management Audit, to attend these meetings. In these meetings OCIO and Ministries will review the documented roles and responsibilities, identify and incorporate improvements, communicate the roles and responsibilities, and ensure necessary training occurs to ensure they are well understood and implemented.

Auditor General recommended questions from the Audit Report

13. How does the government keep its cybersecurity program up to date, and how will it match up with current good practices going forward?

The Office of the Chief Information Officer has a team dedicated to protecting government systems from intrusions and security risks. As well, each ministry has dedicated staff to monitor and respond to day-to-day security issues.[s.13]

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Page 091 of 126

Withheld pursuant to/removed as

s.13

**MINISTRY OF
CITIZENS' SERVICES**

SPEAKING NOTES

Select Standing Committee on Public Accounts (PAC)

March 31, 2021

SHAUNA BROUWER
Deputy Minister
Ministry of Citizens' Services

1

Slide 1 – Title Page

- Good morning, Chair, committee members and officials from the Office of the Auditor General.

- My name is Shauna Brouwer and I am the Deputy Minister for the Ministry of Citizens' Services.

- Joining me from Citizens' Services are:
  CJ Ritchie, the Government Chief Information Officer,
  Alex MacLennan, Assistant Deputy Minister in the Office of the Chief Information Officer, and
  Gary Perkins, the Chief Information Security Officer for government.

- We also have **Ministry Chief Information Officers and other staff** from each of the profiled ministries. This includes:

- Ministry of Health – Corrie Barclay

- Ministry of Finance – HB Teo

- The Public Service Agency – Ian Hennem

- Ministry of Forests, Lands and Natural Resource Operations – Denise Rossander

- Ministry of Education – John Chow

  …
- I would like to begin by thanking the Auditor General and his staff for their audit and their report, as well as their commitment to improving information technology security within the Government of British Columbia.

2

- I'd also like to thank the Chair and this committee for the opportunity today to respond and give an update on our progress.

- As this report has indicated, Citizens' Services is responsible for providing services to government ministries including establishing cross-government standards for Information Security.

- Individual ministries are responsible to abide by those standards and policies, and to manage inventories of assets within ministries.

- This audit and the work of the OAG has been very helpful to us in determining where we are meeting our standards, and where we can improve our performance.

- It also has validated some of the areas where we are already focusing, and has provided a catalyst to engage other ministries who were not part of this audit.

Slide 2 - Overview

- I want to state unambiguously, that the Government of British Columbia s.13

  s.13   takes privacy and security of personal information very seriously.

s.13

- We appreciate the Auditor General acknowledging the positive steps we're taking, and helping to validate our current course of action to increase security in the area of asset management.

- We also recognize there is room for improvement, and we are committed to addressing identified gaps.

3

- And that includes my own ministry, the ministry of Citizens' Services.

- With respect to the findings and the recommendations identified in the audit…

- The OCIO accepts **all** of the recommendations of the OAG.

- The recommendations are reasonable, and are well-aligned with the direction of the government.

- The OCIO has already engaged each of the audited ministries, developed project plans and are underway executing on our plans.

- We have already made progress on initiatives that will make it easier for ministries to have visibility and effectively manage assets while in the care of ministries, and these changes will definitely strengthen government's asset management.

- We have an aggressive timeline and expect to have **all** recommendations completed by December 2021, which includes implementation in **all ministries**, not just those who were part of this audit.

Slide 3 – Key Findings

- The findings themselves are appropriate and we have moved to address them immediately.

- We accept each of the recommendations, which are summarized on the slides in front of you.

4

- The OCIO will work with all ministries to ensure the recommendations are addressed in full.

  s.13

- ●

- We will be increasing^{s.13} information and training materials available for^{s.13} ministries and using a variety of tools to increase compliance.

- Ministries are responsible for managing assets purchased or provided to ministries and tracking the inventory of assets and ensuring adequate documentation. Ministries are responsible for commissioning and decommissioning assets and ensuring employees understand their roles in protecting government assets.

- And the OCIO will be strengthening our support to ministries – taking a more active role in their compliance – to support this work.

Slide 4 – Government's Overall Response

- I would like to turn now to how we will move forward on these recommendations.

- First off, I want to confirm that we have existing controls in place to track and manage the most common IT assets including servers, government workstations, network elements, Voice-over-IP phones, and multifunction devices commonly referred to as printers.

- These measures have been in place for many years and have protected devices and we will ensure this continues well into the future.

5

- The OCIO will work with all ministries to remediate the gap areas found by the Office of the Auditor General.

Slide 4 – Government's Overall Response Continued

- The government IT environment is sizeable and we will track IT assets according to risk as, in additional to financial loss, loss of assets may constitute an information incident.

- Government has existing controls in place to protect devices like encryption to minimize unauthorized access to data for lost or stolen devices.

- Government has processes in place to control the allocation and recovery of devices and last year improved these further with the launch of the Workstation Fleet Management dashboard to provide additional visibility and ease of management for ministries.

- Going forward, we are going to review and improve processes in ministries across government to ensure any gaps in practices are identified and addressed. This will go a long way to resolve the recommendations in this audit.

- In partnership with ministries across government, the OCIO has improved the situation over the last two years and is making progress on enacting the recommendations published in the audit report.

- This work started before the audit was published and the report empowered the OCIO to ensure the actions are completed.

Slide 5 - Summary

- I would like to close by again thanking the Auditor General and his staff for the extensive effort they put into the IT Asset Management

6

audit and for their commitment to improving information security for the Province.

- We acknowledge the areas for improvement, and have made progress in addressing the recommendations.

- The OCIO will implement all the recommendations by the end of December 2021 (and some ministries will be completed sooner).

- As well, once our plans are implemented we know this will take an ongoing sustained effort to ensuring ongoing compliance, and a commitment to continuous improvement.

- Thank you again to the Chair and this committee for the opportunity to provide this update.

Slide 6 - Questions

7

re: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ

Dear colleagues,

I write to you to ask for your support with the future Select Standing Committee on Public Accounts (PAC) meeting.

The Office of the Auditor General (OAG) published the "IT Asset Management in B.C. Government" report on January 19, 2021 and it will be reviewed at a future date. The Office of the Comptroller General predicts this will be late February to early March at the earliest.
I will be in attendance with CJ Ritchie (GCIO), Alex MacLennan (ADM and CTO), and Gary Perkins (ED and CISO).

At this time I invite each of you to respond with 1 or 2 names to attend the future PAC meeting. In the past this has been the Ministry Chief Information Officer and a Director from their team. Representation from each ministry will help demonstrate our commitment to fulfilling the report recommendations. In the coming weeks we will invite the group to meet and prepare for the future PAC meeting.

Regards,

Shauna Brouwer
Deputy Minister
Citizens' Services

From: Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>
Sent: January 19, 2021 4:35 PM
To: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Skinner, Dean C CITZ:EX <Dean.Skinner@gov.bc.ca>; Teo, HB FIN:EX <HB.Teo@gov.bc.ca>; Richmond, Bruce A PSA:EX <Bruce.Richmond@gov.bc.ca>; Rossander, Denise R IIT:EX <Denise.Rossander@gov.bc.ca>; Shrimpton, Paul HLTH:EX <Paul.Shrimpton@gov.bc.ca>; Twyford, Philip HLTH:EX <Philip.Twyford@gov.bc.ca>
Cc: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>; Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>; Wood, Heather FIN:EX <Heather.Wood@gov.bc.ca>; Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>; Allan, John FLNR:EX <John.Allan@gov.bc.ca>; Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>; Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>; Fischer, Carl M FIN:EX <Carl.Fischer@gov.bc.ca>; Ranta, Michelle HLTH:EX <Michelle.Ranta@gov.bc.ca>; Herron, Marisa HLTH:EX <Marisa.Herron@gov.bc.ca>; Little, Kari FIN:EX <Kari.Little@gov.bc.ca>
Subject: The OAG report "IT Asset Management in B.C. Government" - PLEASE READ
Importance: High

We are writing to inform you that the audit report on "IT Asset Management in B.C. Government" that has been performed on the organization under your ministry's responsibility by the Office of the Audit General (OAG) is now published on their website at: https://www.bcauditor.com/pubs/2021/it-asset-management-bc-government. This audit report will be reviewed at the Select Standing Committee on Public Accounts (PAC) at a future date and your organization will be requested to provide a witness before PAC.

Your organization is encouraged to start working on your PowerPoint presentation to PAC as soon as possible, as there will be very little notice on when PAC meetings are scheduled, and you will not have sufficient time to prepare your presentation if you wait until notification of the PAC meeting date. For your assistance, the Office of the Comptroller General has made available a SharePoint site "Auditor General Audits – Information & Resources" that can provide you information on preparation for being a witness at PAC and preparing your PAC presentation. Specifically, you can find information on:

- Select Standing Committee on Public Accounts – Presenting Government Response
- PAC Presentation PowerPoint template

In addition to the PowerPoint presentation, you are also requested to provide an Action Plan to PAC. Your organization will be asked to produce an action plan that includes planned actions to address

recommendations, and the timeline for implementation. Your organization will present this plan to PAC when the report is first discussed with the Committee. To assist PAC in administering the process, this document is submitted to the Office of the Comptroller General who will then forward it to PAC, and you are also requested to provide a copy to the Office of the Auditor General. You can find the information to complete the Action Plan using the following links:

- Action Plan Template
- Action Plan Template Instructions and Submission Details

If you have further questions, or require assistance in preparing your PAC presentation, please contact: Gordon.Wong@gov.bc.ca

RE: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

From:	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
To:	Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Cc:	Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>, Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Sent:	March 10, 2021 at 2:16:25 PM Pacific Standard Time
Attachments:	image003.png, image004.jpg

Hi Nicola,

I'm finally getting back to this email and getting the actual PAC meeting invites into calendars. Sorry for the delay.

The pre-PAC huddle meeting invite is in everyone's calendars for March 22. Invites went to:

- CJ
- Alex
- Gary
- HB Teo
- Richard Barlow
- Corrie Barclay
- Muriel Zemliak
- Eleanor Liddy
- John Chow
- Denise Rossander
- Fraser Marshall

Just confirming for the March 31 PAC meeting invite, I can send the folks I listed above a "HOLD" mtg invite?

Closing the loop: I confirmed with Shauna that she and Kerry will attend the Cabinet meeting and CJ PAC.

Thanks.

From: Lee, Nicola CITZ:EX
Sent: March 2, 2021 12:48 PM
To: Molyneux, Jennifer CITZ:EX
Subject: FW: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

Hi Jen,

Sharing information regarding PAC below to assist with scheduling etc.

N.

From: Street, Hilary CITZ:EX <Hilary.Street@gov.bc.ca>
Sent: March 2, 2021 12:07 PM
To: Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>; Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Subject: RE: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

Hi Both,

Answers to the question below:

1. Attendees for PAC Presentation
    - PAC presentation can be delegated to CJ

•

2. Witness List:
   • The following three items should be sent together to PAC in one package. Package can be sent by DMO or CISO to PAC once DM has approved:
      i. PAC presentation
      ii. Detailed Action Plan
      iii. Witness list – MCIO from each ministry audited and a backup
3. Attendees at briefings
   • Recommending initial briefing with DM be: GCIO, ADM and CISO – Early March
   • Pre-PAC huddle: DM, GCIO, ADM, CISO and ministry witnesses
      i. Recommending 4-7 days in advance of PAC
      ii. Witness document will be added to eApp 10961 which is with Alex
      iii. Just in case, below is the full list of impacted ministries in the audit, however we are recommending that just the names be bold below attend (as CITZ is already represented and GCPE and PSA are agencies under FIN)
         1. Citizens' Services: n/a (MCIO will be new)
         2. **Finance:**   **HB Teo, Richard Barlow**
         3. GCPE   Walter Moser, David Wrate
         4. PSA   Ian Hennem
         5. **Health**   **Corrie Barclay, Muriel Zemliak**
         6. **Education**   **Eleanor Liddy, John Chow**
         7. **Natural Resources**   **Denise Rossander, Fraser Marshall**

Thanks,

Hilary Street
Manager of Divisional Operations
Assistant Deputy Minister's Office
OCIO- Enterprise Services
Ministry of Citizens' Services
_____
PO Box 9804 Stn Prov Govt, Victoria BC, V8W 9W1
C: 250-889-5851 T: 250-356-5672 Hilary.Street@gov.bc.ca

BRITISH COLUMBIA | Ministry of Citizens' Services

From: Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Sent: March 2, 2021 8:53 AM
To: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>; Street, Hilary CITZ:EX <Hilary.Street@gov.bc.ca>
Subject: RE: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

The initial briefing should just be Shauna, CJ, Alex and Gary – they are bringing a draft email to this meeting for Shauna to send to he DM colleagues to send their 2 reps to Alex.

I got the impression that the Huddle was just CITZ but I am not positive on that.

@Street, Hilary CITZ:EX do you know if the DMO sends the witness list in or if your office does?

From: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Sent: March 2, 2021 7:59 AM
To: Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Subject: FW: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

Do you have any idea if any of these questions below were answered during their bilat? I think they are questions for Shauna but thought I would check with you first.

From: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Sent: March 1, 2021 4:28 PM
To: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Subject: RE: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

Hi Nicola,

Just checking in on my note below….any word?

Also on March 31, there is a Cabinet meeting from 9:00 to 11:30 am and the FOIPPA item is going up on it. Can you check with CJ which meeting she should be at. I would imagine Shauna and Kerry will attend the Cabinet meeting and CJ and others (confirm names) will attend the PAC meeting?

Thanks.

From: Molyneux, Jennifer CITZ:EX
Sent: February 25, 2021 11:17 AM
To: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Subject: RE: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

Hi Nicola,

Just to confirm, is the pre-brief for Shauna and OCIO team or everyone (the witnesses from other ministries)?

Has Shauna approved our witness list? Who are they, so I can book the "huddle" before the PAC meeting?

One more question…. Is DMO sending the witness list to Comptroller.General@gov.bc.ca or your office? The list needs to be submitted by March 23, 2021. Shauna will be attending PAC.

Let me know when you have a chance.

Thanks.

From: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Sent: February 25, 2021 8:21 AM
To: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Subject: FW: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021

Hi Jen,

At CJ's bilat yesterday they discussed the plan/process for preparing for PAC on March 31.

Shauna would like a pre-brief prior to the March 31 PAC meeting and also some time immediately prior to their attendance at PAC (what she referred to as "a huddle" before).

Thanks!

Nicola Lee
Senior Executive Assistant
to Associate Deputy Minister and GCIO, CJ Ritchie
Ministry of Citizens Services
PO Box 9412, Stn Prov Gov, Victoria BC V8W 9V1
c.250-880-4796 e. nicola.lee@gov.bc.ca

BRITISH COLUMBIA **OCIO** | Office of the Chief Information Officer

Begin forwarded message:

> **From:** "Comptroller General, BC FIN:EX" <Comptroller.General@gov.bc.ca>
> **Date:** February 22, 2021 at 9:38:29 AM PST
> **To:** "Perkins, Gary CITZ:EX" <Gary.Perkins@gov.bc.ca>, "Skinner, Dean C CITZ:EX" <Dean.Skinner@gov.bc.ca>, "Teo, HB FIN:EX" <HB.Teo@gov.bc.ca>, "Richmond, Bruce A PSA:EX" <Bruce.Richmond@gov.bc.ca>, "Rossander, Denise R IIT:EX" <Denise.Rossander@gov.bc.ca>, "Shrimpton, Paul HLTH:EX" <Paul.Shrimpton@gov.bc.ca>, "Twyford, Philip HLTH:EX" <Philip.Twyford@gov.bc.ca>
> **Cc:** "Ritchie, CJ CITZ:EX" <CJ.Ritchie@gov.bc.ca>, "Brouwer, Shauna CITZ:EX" <Shauna.Brouwer@gov.bc.ca>, "Wood, Heather FIN:EX" <Heather.Wood@gov.bc.ca>, "Sadler, Bobbi PSA:EX" <Bobbi.Sadler@gov.bc.ca>, "Allan, John FLNR:EX" <John.Allan@gov.bc.ca>, "Brown, Stephen R HLTH:EX" <Stephen.Brown@gov.bc.ca>, "Comptroller General, BC FIN:EX" <Comptroller.General@gov.bc.ca>, "Herron, Marisa HLTH:EX" <Marisa.Herron@gov.bc.ca>, "Little, Kari FIN:EX" <Kari.Little@gov.bc.ca>, "Corriveau, Lucinda FIN:EX" <Lucinda.Corriveau@gov.bc.ca>, "Takenishi, Akari FIN:EX" <Akari.Takenishi@gov.bc.ca>
> **Subject: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021 - Please Action**
>
>
> **Meeting Presentation Material Required for the Select Standing Committee on Public Accounts (PAC)**
>
> **IMPORTANT** information regarding the Select Standing Committee on Public Accounts:
>
> Notification from the Deputy Clerk and Clerk of Committees for the forthcoming meeting of the **Select Standing Committee on Public Accounts** has been received for Consideration of the Office of the Auditor General's reports titled:
>
> 1. *IT Asset Management in B.C. Government (January 2021)*
>   - **DATE**: Wednesday, March 31, 2021 (9:00 – 12:00 pm)
>
>   - **VENUE: Zoom (connectivity information for the meeting closer to the meeting date)**
>
> 2. *Oversight of International Education Programs in Offshore and Group 4 Schools (January 2021)*
>   - **DATE: Wednesday, March 31, 2021 (9:00 – 12:00 pm)**

- **VENUE**: Zoom (connectivity information for the meeting closer to the meeting date)

Please provide the following information:

1. **YOUR WITNESSES: the list of witnesses you will be sending to the Select Standing Committee on Public Accounts is <u>due via email as soon as possible</u> to the following email address:**

   Please note that the Chair of PAC would appreciate Deputy Minister presence if possible.

   - Comptroller General's Office of the Government of British Columbia **Comptroller.General@gov.bc.ca To be emailed before**: March 23, 2021

2. **<u>YOUR PRESENTATION:</u> in response to the Auditor General's report (presentation guidelines below) <u>is due via email (in .PPT format)</u> to the following address:**
   - Comptroller General's Office of the Government of British Columbia **Comptroller.General@gov.bc.ca To be emailed on or before: March 23, 2021**

3. **<u>YOUR ACTION PLAN</u>: in response to the Auditor General's report (Action plan guidelines below) is <u>due via email</u> to the following address**:
   - Comptroller General's Office of the Government of British Columbia **Comptroller.General@gov.bc.ca To be emailed on or before: March 23, 2021**

   and

   - Office of the Auditor General of British Columbia **actionplans@bcauditor.com To be emailed on or before: March 23, 2021**

Presentation Guidelines:

Please read the Select Standing Committee on Public Accounts information below to ensure you understand the process and what is required of you. Please call Gordon Wong at: 778-698-5402 if you have any questions.

To help you with the process, the links below will help to explain how the committee works, what is expected of you as a witness and a link to the template for the presentation. However, please remember you will need to keep your presentation brief and be prepared to answer questions from the Committee. Depending on the complexity of the audit report and whether it is a new item or a follow up, presentations range from 10 minutes to half an hour. Presenters must be aware of time allotted and stay within that time frame. Approximately 50% of the allocation should be set aside for the Committee to ask questions. The Committee's agenda indicates the approximate time for each item, as a guide.

Guideline for formatting presentation - please follow the requirements as specified below:
Please note: Information on PowerPoint format can be found at the Auditor General Audits – Information & Resources site at:
http://gww.fin.gov.bc.ca/gws/ocg/OAGinfo/PACProcess.stm

PAC Presentation PowerPoint template at:
http://gww.fin.gov.bc.ca/gws/ocg/OAGinfo/Files/PAC_Presentation_PowerPoint.pptx

In addition to the PowerPoint presentation, you are <u>also requested</u> to provide an Action Plan to PAC. Your organization will be asked to produce an action plan that includes planned

actions to address recommendations, and the timeline for implementation. Your organization will present this plan to PAC when the report is first discussed with the Committee. To assist PAC in administering the process, your organization will also provide the copies of the plan to OCG and OAG. You can find the information to complete the Action Plan using the following links:

- Action Plan Template
- Action Plan Template Instructions and Submission Details

ID: 10961, Title: OAG Report - Presentation to PAC

Approval Route: GCIO Office>OCIO-ES>ADM>CSD>GCIO Office>GCIO>DMO

Assigned To: GCIO Office   **Rush:** No   **Category:** Meeting Materials - Meeting Note/Materials   **Signature:** Deputy Minister

Branch: CIO-ES-ADMO   **Other Number:**   **Link:**

Due Date: 2021-03-08   **Date Completed:** N/A   **Date Initiated:** 2021-01-25

Title	Comments	Date
Molyneux, Jennifer CITZ:EX [Colleague of Deputy Minister's Office, CITZ] forwarded an eApprovals item to GCIO Office for action	Saved to DMO LAN. Returning to GCIO office for their files.	2021-03-11 11:39:49 AM
Molyneux, Jennifer CITZ:EX [Colleague of Deputy Minister's Office, CITZ] added a comment	Printed for DM's meeting package and saved to DMO LAN.	2021-03-11 11:37:44 AM
Lee, Nicola CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	Approved by GCIO Ritchie. For briefing on Fri Mar 12	2021-03-11 10:24:41 AM
Ritchie, CJ CITZ:EX [Assignee] approved the item and forwarded it to GCIO Office for action	No Comment	2021-03-11 9:49:31 AM
Lee, Nicola CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Ritchie, CJ CITZ:EX for action	For GCIO review and approval.	2021-03-09 2:08:52 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to GCIO Office for action	For GCIO review and approval. SN and Q&A updated. Pre-brief is scheduled for this Friday.	2021-03-09 12:15:50 PM
MacLennan, Alex [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Approved	2021-03-09 5:21:10 AM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	SN have been updated and Q&A addressed. For review and approval	2021-03-08 9:41:17 PM
Costello, Don CITZ:EX [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	updated document in email	2021-03-08 3:38:46 PM
Costello, Don CITZ:EX [Assignee] added a comment	addressed ADM's comments sent back to Hilary via email as permissions were preventing me from updating document here.	2021-03-08 3:37:59 PM
Street, Hilary CITZ:EX [Site Admin] forwarded an eApprovals item to Costello, Don CITZ:EX for action	Redirecting to you in Gary's absences. ADM has requested edits to SN + Q&A. I have made the requested edits to SN. Please review comments in Q&A and return to me by 10am tomorrow (Tuesday)	2021-03-08 2:15:50 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Perkins, Gary for action	ADM has requested edits to SN + Q&A. I have made the requested updates to SN. Please review comments in Q&A and return to me tomorrow (March 8th)	2021-03-07 5:42:47 PM
MacLennan, Alex [Assignee] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	Comments on SN and Q and A	2021-03-07 4:50:33 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	For your review and approval of updated SN and Q&A. Other documents have only be update with schedule PAC date. DM briefing date has not been scheduled yet.	2021-02-25 10:41:31 AM
Street, Hilary CITZ:EX made some changes to this item's details		2021-02-25 10:34:00 AM
Perkins, Gary [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Updated documents accordingly including PAC meeting date.	2021-02-24 9:39:32 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Perkins, Gary for action	DM has tentatively approved materials excluding the SN and Q&A. Q&A need to be competed (number of areas highlighted with outstanding content and #15 needs to be completed. SN	2021-02-22 9:34:36 AM

Title	Comments	Date
	needs to be reviewed again and finalized. Pre-Brief date with DM has not been scheduled yet.	
Brown, Taylor J CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	please see DMs note re speaking notes needing updates. please reach out to request a DM briefing once PAC date is set	2021-02-19 4:25:37 PM
Cook, Jeannette CITZ:EX [Assignee] forwarded an eApprovals item to GCIO Office for action	Pls schedule DM briefing once PAC date known per DM comments below. Thx.	2021-02-19 9:14:50 AM
Brouwer, Shauna [Assignee] approved the item and forwarded it to Cook, Jeannette CITZ:EX for action	does not look like the speaking notes are complete - should be reviewed lots of highlights - having said that the materials are approved the speaking notes can be updated. thx - once we know the date we can discuss a briefing thx	2021-02-18 7:59:05 AM
Cook, Jeannette CITZ:EX [Colleague of Deputy Minister's Office, CITZ] forwarded an eApprovals item to Brouwer, Shauna for action	PAC material for review. Do you want a briefing?	2021-02-17 3:31:28 PM
Brown, Taylor J CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	recommending scheduling a briefing in Mid March to review materials with DM, CJ, Alex and Gary. the only possible PAC dates are now March 31 or May	2021-02-17 10:13:06 AM
Ritchie, CJ CITZ:EX [Assignee] approved the item and forwarded it to GCIO Office for action	These are approved- recommend we set up briefing with DM to review materials	2021-02-16 4:14:49 PM
Brown, Taylor J CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Ritchie, CJ CITZ:EX for action	Hi CJ - for your approval - materials for the DM's presentation to PAC on the Asset Management Audit. to be scheduled still.	2021-02-12 9:34:18 AM
Brown, Taylor J CITZ:EX [Assignee] forwarded an eApprovals item to GCIO Office for action		2021-02-11 1:09:56 PM
Biggs, Jackie CITZ:EX [Assignee] forwarded an eApprovals item to Brown, Taylor J CITZ:EX for action	Taylor, approved by Dean.	2021-02-11 12:35:28 PM
Skinner, Dean C CITZ:EX [Assignee] approved the item and forwarded it to Biggs, Jackie CITZ:EX for action	approved	2021-02-11 11:46:33 AM
Biggs, Jackie CITZ:EX [Assignee] forwarded an eApprovals item to Skinner, Dean C CITZ:EX for action	Dean, for your review/approval	2021-02-10 9:39:19 AM
Brown, Taylor J CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Biggs, Jackie CITZ:EX for action	For CSD's review as pre the DMO's request. please note there are no financial implications. thanks	2021-02-10 8:56:56 AM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to GCIO Office for action	Approved by ADM. Note that we are waiting for confirmation of presentation date, most likely dates are now in March or May.	2021-02-09 7:54:34 PM
MacLennan, Alex [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Approved	2021-02-09 2:38:13 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	PAC presentation, material and DM invitation for your review and approval.	2021-01-28 8:28:47 PM
Perkins, Gary [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Added Q&A for PAC and speaking notes and draft email for DM to send to invite ministries to PAC.	2021-01-28 7:19:34 PM
Perkins, Gary added a document: DM PAC IT Asset Management Audit speaking notes.docx		2021-01-28 7:17:57 PM
Perkins, Gary added a document: QandA_for_PAC_Presentation_Feb_2021.docx		2021-01-28 7:16:27 PM
Perkins, Gary added a document: re The OAG report IT Asset Management in B.C. Government - PLEASE READ.msg		2021-01-28 4:59:36 PM
Street, Hilary CITZ:EX [Colleague of MacLennan, Alex] forwarded an eApprovals item to Perkins, Gary for action	back to you for updates.	2021-01-26 12:03:29 PM

Title	Comments	Date
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to MacLennan, Alex for action	For your review and approval of PPT and action plan. IN has been included as FYI Only (no updates made) as a background refresher for DM. Due to GCIO by Feb 4th	2021-01-25 8:00:36 PM
Perkins, Gary [Assignee] approved the item and forwarded it to Street, Hilary CITZ:EX for action	Attached previous IN for context. Templates for presentation and action plan are from OCG.	2021-01-25 4:36:18 PM
Perkins, Gary added a document: DM IN - Information Technology Asset Management Audit Remediation.docx		2021-01-25 4:34:23 PM
Perkins, Gary added a document: PAC IT Asset Management Audit 2021.pptx		2021-01-25 4:27:28 PM
Perkins, Gary added a document: Detailed Action Plan_PAC - IT Asset Management Audit 2021.docx		2021-01-25 4:27:28 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Perkins, Gary for action	Please upload presentation for future PAC for ADM review and sent to Hilary by Feb 2nd	2021-01-25 4:20:49 PM
Brown, Taylor J CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	please provide ADM approved and CSD reviewed materials to the GCIO office by Feb 4. note: the due date will adjust once PAC is scheduled	2021-01-25 12:06:09 PM
Thacker, Rebecca [Assignee] forwarded an eApprovals item to GCIO Office for action	Please prepare material for this upcoming meeting. Note the PAC meeting date has not yet been set. CSD to review material once prepared. Material due to DMO Feb 8 (will adjust as PAC date is set)	2021-01-25 11:57:49 AM
Thacker, Rebecca added a document: RE Can you file under audits thx FW The OAG report IT Asset Management in B.C. Government - PLEASE READ.msg		2021-01-25 11:55:50 AM
Thacker, Rebecca created this item		2021-01-25 11:54:14 AM

INFORMATION>OAG Report "IT Asset Management in B.C. Government"

From:	Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To:	Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>, Allan, John FLNR:EX <John.Allan@gov.bc.ca>, Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>, Wood, Heather FIN:EX <Heather.Wood@gov.bc.ca>, MacDonald, Scott D EDUC:EX <D.Scott.MacDonald@gov.bc.ca>, Zadravec, Don GCPE:EX <Don.Zadravec@gov.bc.ca>
Cc:	Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>, MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>, Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>, Teo, HB FIN:EX <HB.Teo@gov.bc.ca>, Barlow, Richard O FIN:EX <Richard.Barlow@gov.bc.ca>, Passmore, Shane CITZ:EX <Shane.Passmore@gov.bc.ca>, Moser, Walter CITZ:EX <Walter.Moser@gov.bc.ca>, Wrate, David CITZ:EX <David.Wrate@gov.bc.ca>, Richmond, Bruce A PSA:EX <Bruce.Richmond@gov.bc.ca>, Hennem, Ian P PSA:EX <Ian.Hennem@gov.bc.ca>, Barclay, Corrie A HLTH:EX <Corrie.Barclay@gov.bc.ca>, Zemliak, Muriel HLTH:EX <Muriel.Zemliak@gov.bc.ca>, Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>, Chow, John S EDUC:EX <John.Chow@gov.bc.ca>, Rossander, Denise R IIT:EX <Denise.Rossander@gov.bc.ca>, Marshall, Fraser IIT:EX <Fraser.Marshall@gov.bc.ca>, Korchinski, Jaime PSA:EX <Jaime.Korchinski@gov.bc.ca>, Wells, Katrina PSA:EX <Katrina.Wells@gov.bc.ca>, Preston, Naomi D FLNR:EX <Naomi.Preston@gov.bc.ca>, Wood, Andrea D FLNR:EX <Andrea.Wood@gov.bc.ca>, Moulton, Holly HLTH:EX <Holly.Moulton@gov.bc.ca>, Walsh, Sara M HLTH:EX <Sara.Walsh@gov.bc.ca>, Michell, Jennifer FIN:EX <Jennifer.Michell@gov.bc.ca>, O'Connor, Lara FIN:EX <Lara.OConnor@gov.bc.ca>, Purdy, Sheila EDUC:EX <Sheila.Purdy@gov.bc.ca>, Sampson, Laura EDUC:EX <Laura.Sampson@gov.bc.ca>, Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>, Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>, Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>, Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
Sent:	March 15, 2021 at 10:52:34 AM Pacific Daylight Time

Thank you for your support with the "IT Asset Management in B.C. Government" audit recently performed by the Office of the Auditor General (OAG).

The resulting report<https://www.bcauditor.com/pubs/2021/it-asset-management-bc-government>, which was published on January 19, 2021, will be reviewed by the Select Standing Committee on Public Accounts (PAC) during the session scheduled between 9:30am and 12:00 noon on Wednesday, March 31.

I will be attending, along with Associate DM and GCIO CJ Ritchie, ADM and CTO Alex MacLennan and ED and CISO Gary Perkins. Representation from each ministry will demonstrate our commitment to fulfilling the report recommendations. With this in mind, I have scheduled a "Pre-PAC Huddle" meeting on March 22, and have invited the individuals put forward by each of the audited ministries as agencies as follows:

Ministry/Agency Names
Citizens' Services MCIO (TBD), Shane Passmore
Finance HB Teo, Richard Barlow
GCPE Walter Moser, David Wrate
PSA Bruce Richmond, Ian Hennem
Health Corrie Barclay, Muriel Zemliak
Education Eleanor Liddy, John Chow
Natural Resources Denise Rossander, Fraser Marshall

Please let me know if you have any questions or concerns.

Thank you again for your support.

Shauna

OFFICE OF THE
Auditor General
of British Columbia

Page 112 of 126

Withheld pursuant to/removed as

Copyright

Select Standing Committee on Public Accounts (PAC): Material for Meeting March 31, 2021

From:	Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>
To:	Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>, actionplans@bcauditor.com
Cc:	Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>, CITZ Deputy Minister, CITZ:EX <CITZDeputyMinister@gov.bc.ca>, Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>, MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>, Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>, Rossander, Denise R IIT:EX <Denise.Rossander@gov.bc.ca>, Teo, HB FIN:EX <HB.Teo@gov.bc.ca>, Barclay, Corrie A HLTH:EX <Corrie.Barclay@gov.bc.ca>, Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>
Sent:	March 23, 2021 at 2:45:51 PM Pacific Daylight Time
Attachments:	image001.jpg, PAC IT Asset Management Audit 2021.pptx, Detailed Action Plan_PAC - IT Asset Management Audit 2021.docx

Good afternoon,

On behalf of government, please find attached the material for the March 31st Select Standing Committee on Public Accounts for the IT Asset Management Audit.

The witnesses are as follows:

Ministry of Citizens' Services
- Shauna Brouwer, Deputy Minister
- CJ Ritchie, Associate Deputy Minister & Government Chief Information Officer
- Alex MacLennan, Assistant Deputy Minister, OCIO Enterprise Services
- Gary Perkins, Executive Director/CISO, OCIO Enterprise Services

Ministry of Finance
- HB Teo, Executive Director and Chief Information Officer
- Richard Barlow, Director of Information Security and Privacy

Ministry of Health
- Corrie Barclay, Assistant Deputy Minister, Health Sector IM/IT
- Muriel Zemliak, Executive Director, IT Services Branch

Natural Resource Ministries
- Denise Rossander, Assistant Deputy Minister and CIO
- Fraser Marshall, Exec Director, IMIT Investment Governance & Business Strategy

Ministry of Education
- Eleanor Liddy, A/Assistant Deputy Minister, Services and Technology
- John Chow, Director, Technology, Information and Privacy

Regards,

Gary Perkins
Executive Director, Chief Information Security Officer (CISO)
Information Security Branch
Office of the Chief Information Officer
Gary.Perkins@gov.bc.ca
250-387-7590

From: Comptroller General, BC FIN:EX
Sent: February 22, 2021 9:38 AM
To: Perkins, Gary CITZ:EX ; Skinner, Dean C CITZ:EX ; Teo, HB FIN:EX ; Richmond, Bruce A PSA:EX ; Rossander, Denise R IIT:EX ; Shrimpton, Paul HLTH:EX ; Twyford, Philip HLTH:EX
Cc: Ritchie, CJ CITZ:EX ; Brouwer, Shauna CITZ:EX ; Wood, Heather FIN:EX ; Sadler, Bobbi PSA:EX ; Allan, John FLNR:EX ; Brown, Stephen R HLTH:EX ; Comptroller General, BC FIN:EX ; Herron, Marisa HLTH:EX ; Little, Kari FIN:EX ; Corriveau, Lucinda FIN:EX ; Takenishi, Akari FIN:EX

Subject: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021 - Please Action

Meeting <u>Presentation Material </u>Required for the Select Standing Committee on Public Accounts (PAC)

IMPORTANT information regarding the Select Standing Committee on Public Accounts:

Notification from the Deputy Clerk and Clerk of Committees for the forthcoming meeting of the **Select Standing Committee on Public Accounts** has been received for Consideration of the Office of the Auditor General's reports titled:

1. *IT Asset Management in B.C. Government (January 2021)*
   - <u>**DATE**</u>**: Wednesday, March 31, 2021 (9:00 – 12:00 pm)**
   - <u>**VENUE**</u>**: Zoom (connectivity information for the meeting closer to the meeting date)**
2. *Oversight of International Education Programs in Offshore and Group 4 Schools (January 2021)*
   - <u>**DATE**</u>**: Wednesday, March 31, 2021 (9:00 – 12:00 pm)**
   - <u>**VENUE**</u>**: Zoom (connectivity information for the meeting closer to the meeting date)**

<u>Please provide the following information:</u>

1. <u>**YOUR WITNESSES**</u>**: the list of witnesses you will be sending to the Select Standing Committee on Public Accounts is <u>due via email as soon as possible</u> to the following email address:**
   Please note that the Chair of PAC would appreciate Deputy Minister presence if possible.
   - Comptroller General's Office of the Government of British Columbia
     <u>**Comptroller.General@gov.bc.ca**</u> **To be emailed before**: **March 23, 2021**
2. <u>**YOUR PRESENTATION:**</u> **in response to the Auditor General's report (presentation guidelines below) is <u>due via email (in .PPT format)</u> to the following address:**
   - Comptroller General's Office of the Government of British Columbia
     <u>**Comptroller.General@gov.bc.ca**</u> **To be emailed on or before: March 23, 2021**
3. <u>**YOUR ACTION PLAN**</u>**: in response to the Auditor General's report (Action plan guidelines below) is <u>due via email</u> to the following address**:
   - Comptroller General's Office of the Government of British Columbia
     <u>**Comptroller.General@gov.bc.ca**</u> **To be emailed on or before: March 23, 2021**
     and
   - Office of the Auditor General of British Columbia
     <u>**actionplans@bcauditor.com**</u> **To be emailed on or before: March 23, 2021**

<u>**Presentation Guidelines:**</u>

Please read the Select Standing Committee on Public Accounts information below to ensure you understand the process and what is required of you. Please call Gordon Wong at: 778-698-5402 if you have any questions.

To help you with the process, the links below will help to explain how the committee works, what is expected of you as a witness and a link to the template for the presentation. However, please remember you will need to keep your presentation brief and be prepared to answer questions from the Committee. Depending on the complexity of the audit report and whether it is a new item or a follow up, presentations range from 10 minutes to half an hour. Presenters must be aware of time allotted and stay within that time frame. Approximately 50% of the allocation should be set aside for the Committee to ask questions. The Committee's agenda indicates the approximate time for each item, as a guide.

Guideline for formatting presentation - please follow the requirements as specified below:

Please note: Information on PowerPoint format can be found at the Auditor General Audits – Information & Resources site at:

http://gww.fin.gov.bc.ca/gws/ocg/OAGinfo/PACProcess.stm

PAC Presentation PowerPoint template at:

http://gww.fin.gov.bc.ca/gws/ocg/OAGinfo/Files/PAC_Presentation_PowerPoint.pptx

In addition to the PowerPoint presentation, you are <u>also requested</u> to provide an Action Plan to PAC. Your organization will be asked to produce an action plan that includes planned actions to address recommendations, and the timeline for implementation. Your organization will present this plan to PAC when the report is first discussed with the Committee. To assist PAC in administering the process, your organization will also provide the copies of the plan to OCG and OAG. You can find the information to complete the Action Plan using the following links:

- Action Plan Template
- Action Plan Template Instructions and Submission Details

BRITISH COLUMBIA | Ministry of Citizens' Services

INFORMATION NOTE
Advice to Deputy Minister

DATE: January 20, 2021   **CLIFF#:** 114493

ISSUE: Office of Auditor General Audit of Information Technology Asset Management

BACKGROUND:

- The Office of the Auditor General (OAG) announced plans to conduct an audit on Information Technology Asset Management in August 2016.
- Information Technology Asset Management refers the processes by which an organization plans, identifies, documents, and manages the assets (including applications and devices) in the organization
- The audit was conducted to determine whether government is performing asset management in a way that maintains the security of sensitive government information.
- The OAG selected five ministries to participate in the audit:
    - Ministry of Citizens' Services,
    - Ministry of Finance (including agencies),
    - Ministry of Health,
    - Ministry of Education, and
    - Ministry of Forest Lands and Natural Resource Operations and Rural Development.
- The OAG provided the final draft of the audit report on November 3, 2020 and published the report and conducted a press release on January 19, 2021.
- Following the press release, several news outlets published stories suggesting "BC Government is lax on cybersecurity practices to protect IT assets". The level of interest is on par or slightly less with similar audits in the past.

The OAG concluded:

- The Office of the Chief Information Officer's (OCIO) Enterprise Services Division and the Ministry of Education managed IT assets in accordance with good practices that provide the foundation for building strong defences against cybersecurity threats, with exceptions
- "selected ministries did not manage IT assets in accordance with good cybersecurity practices, as there were gaps in the way their IT assets were managed"

The OAG made seven recommendations in the report:

1) Recommendation 1: OCIO, ministries and, when applicable, third-party providers work together to identify, establish and document cybersecurity roles and responsibilities for employees and for third-party stakeholders, including where those persons have a role in managing IT assets.
2) Recommendation 2: OCIO and the ministries collaborate to review and update core government policies and standards and ministry-specific guidelines in accordance with good cybersecurity practices regarding IT asset inventories.
3) Recommendation 3: OCIO and the ministries collaborate to adopt a consistent approach for identifying and tracking their IT assets to ensure the completeness and accuracy of inventories of IT assets.
4) Recommendation 4: OCIO and the ministries collaborate to ensure that inventories are complete and accurate, based on the assets' risk and the ministries' risk appetite.

5) Recommendation 5: OCIO and the ministries collaborate to establish formal periodic reviews and/or adopt an automated tool for ensuring that records of IT assets are kept accurate, complete and current.
6) Recommendation 6: OCIO and the ministries collaborate to develop specific guidelines and procedures for ensuring that maps of key organizational communication and data flows include key information and are kept accurate, complete and current.
7) Recommendation 7: OCIO and ministries collaborate with their related organizations and third-party providers to ensure that IT asset inventory records meet the expectations established in government standards and guidelines for classification, criticality and business value information based on risk assessments.

DISCUSSION:

- The OCIO agrees that the audit is risk-based, the audit findings are factual, and the audit recommendations are actionable.
- The Government Chief Information Officer (GCIO) accepted the audit recommendations on behalf of government.
- The OCIO made improvements to asset management in government prior to the release of the report including a Workstation Fleet Management Dashboard to assist ministries with managing ownership of desktop and laptop computers.
- The OCIO is in the process of hiring two contractors (Project Manager and Technical Writer) to work with ministries to fulfil each of the recommendations. OCIO will need to fund these two positions from February until December 2021.
- The OAG audit report was published on January 19, 2021 and the OCIO and ministries received an invitation to attend the Public Accounts Committee (PAC) on March 31, 2021.

NEXT STEPS:

- The OCIO will work with ministries to develop a detailed action plan and presentation. The CITZ Deputy Minister will sign off on the Detailed Action Plan and Presentation before it is submitted to PAC.
- The CITZ Deputy Minister is requested to attend PAC along with representatives from each audited ministry. Typically the Ministry Chief Information Officer will attend. The Government Chief Information Officer, Chief Technology Officer, and Chief Information Security Officer are advised to attend.
- CITZ will lead the presentation and ministry attendees attend to show support and answer questions specifically directed at their ministry. This was common with the last IT audit.
- The CITZ Deputy Minister or delegate will prepare to attend PAC including development of Frequently Asked Questions.
- The PAC meeting is scheduled for March 31, 2021.
- The OCIO will lead the IT Asset Management Audit Remediation project to ensure the audit recommendations are implemented by December, 2021.
- The OCIO will submit the Action Plan and Progress Assessment in December, 2021 with each item showing as complete and request the audit is closed.

Attachment(s): 1. Detailed Action Plan_PAC – IT Asset Management Audit 2021.docx
                2. PAC IT Asset Management Audit 2021.pptx
                3. QandA_for_PAC_Presentation_Feb_2021.docx
                4. DM PAC IT Asset Management Audit speaking notes.docx

Contact: Gary Perkins, Executive Director, Information Security Branch, 250-387-7590

RE: Shauna's Speaking notes for PAC

From :	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
To:	Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>, Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Cc:	Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>, Jarmson, Lindsay CITZ:EX <Lindsay.Jarmson@gov.bc.ca>, Street, Hilary CITZ:EX <Hilary.Street@gov.bc.ca>
Sent:	March 24, 2021 at 1:30:48 PM Pacific Daylight Time

Sounds good. I will get Lindsay to send you one.

From: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Sent: March 24, 2021 1:29 PM
To: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>; Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>; Jarmson, Lindsay CITZ:EX <Lindsay.Jarmson@gov.bc.ca>; Street, Hilary CITZ:EX <Hilary.Street@gov.bc.ca>
Subject: RE: Shauna's Speaking notes for PAC

Hi Jen,

Let's send a new eApp for Shauna's SN's so that it is clear that these are final, along with the Q&A's.

N.

From: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Sent: March 24, 2021 1:23 PM
To: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>; Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>; Jarmson, Lindsay CITZ:EX <Lindsay.Jarmson@gov.bc.ca>
Subject: RE: Shauna's Speaking notes for PAC

Hi Nicola,

Shauna looked at the entire package when it came up and was going to review her speaking notes when they were final. I don't think she's done as the speaking notes in eApp 10961 have comments on them. Have they been finalized and comments removed? If it's easier, we can send a new eApp just for her speaking notes (a clean version).

Let me know what you'd like to do.

Thanks.

From: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>
Sent: March 24, 2021 1:11 PM
To: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>; Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>; Jarmson, Lindsay CITZ:EX <Lindsay.Jarmson@gov.bc.ca>
Subject: RE: Shauna's Speaking notes for PAC

Hi Jen,

Shauna's SN's were included in eApp 10961 and they have not changed since the DM briefing. Do you need a copy?

N.

From: Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>
Sent: March 24, 2021 12:41 PM

To: Lee, Nicola CITZ:EX <Nicola.Lee@gov.bc.ca>; Brown, Taylor J CITZ:EX <Taylor.Brown@gov.bc.ca>
Cc: Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>; Jarmson, Lindsay CITZ:EX <Lindsay.Jarmson@gov.bc.ca>
Subject: Shauna's Speaking notes for PAC
Importance: High

Hi Nicola, Taylor:

Would you like DMO to send you an eApp for Shauna's PAC speaking notes? I don't think she's seen them yet.

Thanks.

Jennifer Molyneux
Sr. Executive Administrative Assistant
Deputy Minister's Office
Ministry of Citizens' Services
Ph: 250 387-0401
e: *Jennifer.molyneux@gov.bc.ca*

Fwd: Select Standing Committee on Public Accounts (PAC): Material for Meeting March 31, 2021 - Final Agenda and Zoom links "IT Asset Management in B.C. Government (January 2021)"

From:	Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>
To:	Molyneux, Jennifer CITZ:EX <Jennifer.Molyneux@gov.bc.ca>, Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Sent:	March 25, 2021 at 4:15:07 PM Pacific Daylight Time
Attachments:	image001.jpg, SSC-PAC_2021-03-31_Agenda.pdf, 1b_OAG-Summary_Asset-Management.pdf

Sent from my iPhone

Begin forwarded message:

From: "Comptroller General, BC FIN:EX"
Date: March 25, 2021 at 2:06:48 PM PDT
To: "Brouwer, Shauna CITZ:EX" , "Ritchie, CJ CITZ:EX" , "CITZ Deputy Minister, CITZ:EX" , "MacLennan, Alex CITZ:EX" , "Perkins, Gary CITZ:EX" , "Teo, HB FIN:EX" , "Barlow, Richard O FIN:EX" , "Barclay, Corrie A HLTH:EX" , "Zemliak, Muriel HLTH:EX" , "Aitken, Jeff HLTH:EX" , "Rossander, Denise R IIT:EX" , "Marshall, Fraser IIT:EX" , "Liddy, Eleanor EDUC:EX" , "Chow, John S EDUC:EX"
Cc: "Comptroller General, BC FIN:EX" , "Takenishi, Akari FIN:EX" , "Wong, Gordon FIN:EX"
Subject: Select Standing Committee on Public Accounts (PAC): Material for Meeting March 31, 2021 - Final Agenda and Zoom links "IT Asset Management in B.C. Government (January 2021)"

Hello,
Please find attached the final agenda and a copy of the OAG's presentation for the audit IT Asset Management in B.C. Government (January 2021).
The Zoom connectivity information for the meeting is:
s.15; s.17

Meeting ID:s.15; s.17
Passcodes.15; s.17

From: Perkins, Gary CITZ:EX
Sent: March 23, 2021 2:46 PM
To: Comptroller General, BC FIN:EX ; 'actionplans@bcauditor.com'
Cc: Brouwer, Shauna CITZ:EX ; CITZ Deputy Minister, CITZ:EX ; Ritchie, CJ CITZ:EX ; MacLennan, Alex CITZ:EX ; Perkins, Gary CITZ:EX ; Rossander, Denise R IIT:EX ; Teo, HB FIN:EX ; Barclay, Corrie A HLTH:EX ; Liddy, Eleanor EDUC:EX
Subject: Select Standing Committee on Public Accounts (PAC): Material for Meeting March 31, 2021
Good afternoon,

On behalf of government, please find attached the material for the March 31st Select Standing Committee on Public Accounts for the IT Asset Management Audit.
The witnesses are as follows:
Ministry of Citizens' Services
- Shauna Brouwer, Deputy Minister
- CJ Ritchie, Associate Deputy Minister & Government Chief Information Officer
- Alex MacLennan, Assistant Deputy Minister, OCIO Enterprise Services
- Gary Perkins, Executive Director/CISO, OCIO Enterprise Services

Ministry of Finance
- HB Teo, Executive Director and Chief Information Officer
- Richard Barlow, Director of Information Security and Privacy

Ministry of Health
- Corrie Barclay, Assistant Deputy Minister, Health Sector IM/IT
- Muriel Zemliak, Executive Director, IT Services Branch

Natural Resource Ministries
- Denise Rossander, Assistant Deputy Minister and CIO
- Fraser Marshall, Exec Director, IMIT Investment Governance & Business Strategy

Ministry of Education
- Eleanor Liddy, A/Assistant Deputy Minister, Services and Technology
- John Chow, Director, Technology, Information and Privacy

Regards,

Gary Perkins
Executive Director, Chief Information Security Officer (CISO)
Information Security Branch
Office of the Chief Information Officer
Gary.Perkins@gov.bc.ca
250-387-7590

From: Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>
Sent: February 22, 2021 9:38 AM
To: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Skinner, Dean C CITZ:EX <Dean.Skinner@gov.bc.ca>; Teo, HB FIN:EX <HB.Teo@gov.bc.ca>; Richmond, Bruce A PSA:EX <Bruce.Richmond@gov.bc.ca>; Rossander, Denise R IIT:EX <Denise.Rossander@gov.bc.ca>; Shrimpton, Paul HLTH:EX <Paul.Shrimpton@gov.bc.ca>; Twyford, Philip HLTH:EX <Philip.Twyford@gov.bc.ca>
Cc: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>; Brouwer, Shauna CITZ:EX <Shauna.Brouwer@gov.bc.ca>; Wood, Heather FIN:EX <Heather.Wood@gov.bc.ca>; Sadler, Bobbi PSA:EX <Bobbi.Sadler@gov.bc.ca>; Allan, John FLNR:EX <John.Allan@gov.bc.ca>; Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>; Comptroller General, BC FIN:EX <Comptroller.General@gov.bc.ca>; Herron, Marisa HLTH:EX <Marisa.Herron@gov.bc.ca>; Little, Kari FIN:EX <Kari.Little@gov.bc.ca>; Corriveau, Lucinda FIN:EX <Lucinda.Corriveau@gov.bc.ca>; Takenishi, Akari FIN:EX <Akari.Takenishi@gov.bc.ca>
Subject: Select Standing Committee on Public Accounts (PAC): Confirmation of New Meeting March 31, 2021 - Please Action

Meeting Presentation Material Required for the Select Standing Committee on Public Accounts (PAC)
IMPORTANT information regarding the Select Standing Committee on Public Accounts:
Notification from the Deputy Clerk and Clerk of Committees for the forthcoming meeting of the **Select Standing Committee on Public Accounts** has been received for Consideration of the Office of the Auditor General's reports titled:

1. *IT Asset Management in B.C. Government (January 2021)*
   - **DATE: Wednesday, March 31, 2021 (9:00 – 12:00 pm)**
   - **VENUE: Zoom (connectivity information for the meeting closer to the meeting date)**
2. *Oversight of International Education Programs in Offshore and Group 4 Schools (January 2021)*
   - **DATE: Wednesday, March 31, 2021 (9:00 – 12:00 pm)**
   - **VENUE: Zoom (connectivity information for the meeting closer to the meeting date)**

Please provide the following information:
1. **YOUR WITNESSES: the list of witnesses you will be sending to the Select Standing Committee on Public Accounts is due via email as soon as possible to the following email address: Please note that the Chair of PAC would appreciate Deputy Minister presence if possible.**
   - Comptroller General's Office of the Government of British Columbia **Comptroller.General@gov.bc.ca To be emailed before: March 23, 2021**
2. **YOUR PRESENTATION: in response to the Auditor General's report (presentation guidelines below) is due via email (in .PPT format) to the following address:**

- Comptroller General's Office of the Government of British Columbia
Comptroller.General@gov.bc.ca **To be emailed on or before: March 23, 2021**
3. **YOUR ACTION PLAN**: **in response to the Auditor General's report (Action plan guidelines below) is due via email to the following address**:
- Comptroller General's Office of the Government of British Columbia
Comptroller.General@gov.bc.ca **To be emailed on or before: March 23, 2021 and**
- Office of the Auditor General of British Columbia
actionplans@bcauditor.com **To be emailed on or before: March 23, 2021**

Presentation Guidelines:

Please read the Select Standing Committee on Public Accounts information below to ensure you understand the process and what is required of you. Please call Gordon Wong at: 778-698-5402 if you have any questions.

To help you with the process, the links below will help to explain how the committee works, what is expected of you as a witness and a link to the template for the presentation. However, please remember you will need to keep your presentation brief and be prepared to answer questions from the Committee. Depending on the complexity of the audit report and whether it is a new item or a follow up, presentations range from 10 minutes to half an hour. Presenters must be aware of time allotted and stay within that time frame. Approximately 50% of the allocation should be set aside for the Committee to ask questions. The Committee's agenda indicates the approximate time for each item, as a guide.

Guideline for formatting presentation - please follow the requirements as specified below:

Please note: Information on PowerPoint format can be found at the Auditor General Audits – Information & Resources site at:

http://gww.fin.gov.bc.ca/gws/ocg/OAGinfo/PACProcess.stm

PAC Presentation PowerPoint template at:

http://gww.fin.gov.bc.ca/gws/ocg/OAGinfo/Files/PAC_Presentation_PowerPoint.pptx

In addition to the PowerPoint presentation, you are also requested to provide an Action Plan to PAC. Your organization will be asked to produce an action plan that includes planned actions to address recommendations, and the timeline for implementation. Your organization will present this plan to PAC when the report is first discussed with the Committee. To assist PAC in administering the process, your organization will also provide the copies of the plan to OCG and OAG. You can find the information to complete the Action Plan using the following links:

- Action Plan Template
- Action Plan Template Instructions and Submission Details

LEGISLATIVE ASSEMBLY
of BRITISH COLUMBIA

AGENDA
Select Standing Committee on Public Accounts

Wednesday, March 31, 2021
9:00 a.m. to 12:00 p.m.
Virtual Meeting

Copyright

Mike Bernier, MLA
Chair

Jennifer Arril
Clerk of Committees

ID: 12894, Title: Shauna SN and Q&A's - for PAC

Approval Route:

Assigned To: Jarmson, Lindsay   **Rush:** No   **Category:** Meeting Materials - Full Speaking Notes   **Signature:** Deputy Minister

Branch: GCIO - ADMO   **Other Number:**   **Link:**

Due Date: 2021-03-26   **Date Completed:** 2021-04-07   **Date Initiated:** 2021-03-24

Title	Comments	Date
Molyneux, Jennifer CITZ:EX [Assignee] has closed this item for the following reason: Completed.	Approved by DM. Saved to LAN. Closing eApp.	2021-04-07 9:14:03 AM
Brouwer, Shauna [Assignee] approved the item and forwarded it to Molyneux, Jennifer CITZ:EX for action	for the file presentation completed March 31	2021-04-06 5:30:34 PM
Cook, Jeannette CITZ:EX [Assignee] forwarded an eApprovals item to Brouwer, Shauna for action	Mar 31 PAC DM speaking notes and Q&A material for DM review. Thx.	2021-03-24 4:36:30 PM
Jarmson, Lindsay [Colleague of Deputy Minister's Office, CITZ] forwarded an eApprovals item to Cook, Jeannette CITZ:EX for action	For your review!	2021-03-24 3:42:13 PM
Lee, Nicola CITZ:EX [Assignee] forwarded an eApprovals item to Deputy Minister's Office, CITZ for action	Finals for DM Brouwer at March 31 PAC meeting	2021-03-24 3:03:19 PM
Street, Hilary CITZ:EX [Assignee] forwarded an eApprovals item to Lee, Nicola CITZ:EX for action	Previous submitted documents uploaded. No changes to the documents have occurred since pre-brief on March 19th. ADM and GCIO approval is noted in previous eApp history document.	2021-03-24 2:59:39 PM
Street, Hilary CITZ:EX added a document: DM PAC IT Asset Management Audit speaking notes.docx		2021-03-24 2:53:13 PM
Street, Hilary CITZ:EX added a document: QandA_for_PAC_Presentation_Feb_2021.docx		2021-03-24 2:52:58 PM
Street, Hilary CITZ:EX added a document: 10961 eApprovals Print History 20210324.pdf		2021-03-24 2:52:53 PM
Lee, Nicola CITZ:EX [Colleague of GCIO Office] forwarded an eApprovals item to Street, Hilary CITZ:EX for action	Pls upload final (clean) SN's and final Q&A's for DM Brouwer and return.	2021-03-24 1:56:25 PM
Jarmson, Lindsay [Assignee] forwarded an eApprovals item to GCIO Office for action	Thank you!	2021-03-24 1:54:22 PM
Jarmson, Lindsay made some changes to this item's details		2021-03-24 1:53:42 PM
Jarmson, Lindsay added a document: RE Shaunaundefineds Speaking notes for PAC.msg		2021-03-24 1:52:46 PM
Jarmson, Lindsay created this item		2021-03-24 1:44:01 PM