Tourism, Parks and Recreation & Culture and Community Services

Summary

Departments

This recommendation was made to the former Department of Tourism, Parks, Recreation and Culture. Subsequent to our 2007 recommendation, the former departments were reorganized into the Departments of Tourism, Parks and Recreation and Culture and Community Services. The departments have a shared services arrangement for IT services. We followed up our 2007 recommendation at both departments. For the purposes of this report, we are reporting both recommendations under this section. Our October 2007 recommendation to document information technology service levels with service providers was implemented.

For outstanding previous recommendations to the organizations that form the Ministry, please see our outstanding recommendations list on page 159.

Findings and recommendations

Computer control environment— implemented

Background

In our *October 2007 Report* (vol. 2, p. 172), we recommended that the Department of Tourism, Parks, Recreation and Culture work with Service Alberta to:

- document the services being provided and the control environment for information technology
- implement a process to ensure that Service Alberta consistently meets service level and security requirements
- provide evidence that control activities maintained by Service Alberta are operating effectively

Our audit findings

As the result of a policy change, Service Alberta has reduced the services it provides to the Departments. Service Alberta will complete the migration of the Departments' workstations and email to the Government of Alberta network, but will no longer support systems that are not on its network. Service Alberta has a draft service level agreement for shared IT servces that it currently offers.

The Departments have contracted other service providers to support the systems Service Alberta no longer supports. The Departments have contracts in place with those vendors, but it intends to move all its systems onto the network provided by the Department of Treasury Board and Finance. Once that transition is complete, we will assess the processes the Departments use to ensure that Treasury Board and Finance:

- documents its services and controls
- meets agreed upon service levels
- provides evidence that controls operate effectively

We consider this recommendation implemented. The Departments have contracts in place with its current vendors and have documented the services provided by Service Alberta, through the shared services catalogue.

Report of the Auditor General of Alberta

October 2012