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# Alberta Gaming and Liquor Commission Vendor Access Control

October 2017



## Introduction

The Alberta Gaming and Liquor Commission depends heavily on information technology to deliver video lottery, casino and liquor products and services throughout Alberta.

The information technology used by the AGLC is specialized and has to constantly evolve to stay current in the gaming industry. A cost-effective way to keep pace is to contract out some IT services. As a result, the AGLC uses many external IT vendors that require direct access into its gaming systems and corporate network. It is critical for the AGLC to have effective systems to manage its vendor IT support activities.

In 2016, we audited the AGLC's systems to manage its external IT vendors. We recommended that the AGLC improve its systems to provide oversight of and monitor its vendors' access to its internal systems.

Because our findings dealt with IT security matters, reporting on detailed audit findings could have further exposed the AGLC's systems. We therefore did not publicly report the results of the audit.

In 2017, we conducted a follow-up audit. We report on the results of our follow-up audit below.

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## Audit Objective and Scope

Our objective was to determine whether the AGLC has implemented our recommendation to improve its systems to manage external IT vendors that support its information systems.

## What We Examined

We examined the AGLC's systems to manage its external IT vendors' access to its corporate network and systems. We reviewed vendor oversight processes and network security controls and monitoring capabilities.

We limited our audit scope to the risks associated with vendor access and IT security. We did not assess other aspects of vendor oversight activities such as performance management.

We conducted our field work from December 2016 to February 2017, and substantially completed our audit on June 15, 2017.

## Conclusion

The AGLC has implemented our recommendation by improving its systems to manage external IT vendors' access to its critical gaming and liquor IT systems.

## Why This Conclusion Matters to Albertans

A failure with the AGLC's corporate systems from inappropriate use, or a security exposure caused by its external IT vendors, could impact its gaming and liquor business operations and delivery of services to Albertans.

## Findings

The AGLC has improved its systems to manage external IT vendors by enhancing its processes and tools to oversee and monitor IT vendors when they access the AGLC's network and information systems. The AGLC has:

- updated its IT vendor policy and control procedures
- revised its IT security policies and control procedures, including performing regular vendor access reviews
- updated its contracts for vendor requirements on computer use, with IT security controls now being included in contracts
- implemented network logging and monitoring tools and processes for critical systems to verify IT vendors' compliance with IT security standards