

Technology and Innovation

Status of recommendations

Total	Status of Recommendations			
	Ready for Assessment	Not Ready for Assessment	>3 Years	<3 Years
6	0	6	0	6

Recommendation summary (by report, newest to oldest)

Report Title	Number of Recommendations	
	Department	Alberta Innovates
<ul style="list-style-type: none"> Annual Summary of Ministry Audit Work—November 2024 <ul style="list-style-type: none"> Department: Improve user access controls (originally November 2021, repeated November 2024) 	1	0
<ul style="list-style-type: none"> Alberta.ca Account—July 2024 <ul style="list-style-type: none"> Test automated controls Strengthen data encryption controls Improve program onboarding and governance practices Enhance monitoring of systems 	4	0
<ul style="list-style-type: none"> Processes to Report on Value Generation—November 2021 <ul style="list-style-type: none"> Alberta Innovates: Improve processes to measure, monitor and report value generated by research and innovation activities 	0	1
Total	5	1

Detailed recommendation list (by report, newest to oldest)

Recommendation	When	Status
<p>DEPARTMENT Annual Summary of Ministry Audit Work—November 2024:</p> <p>Improve user access controls</p> <p>We again recommend that the Department of Technology and Innovation remove terminated users’ access to the government network and IT applications promptly.</p> <p>Consequences of not taking action: Not removing access rights of terminated employees from government network and IT applications creates non-compliance with government’s IT policies and increases the risk of unauthorized access to government data and Albertans’ personal information.</p>	<p>Repeated November 2024, p. 137</p> <p>› Originally reported November 2021, p. 136</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Alberta.ca Account:</p> <p>Test automated controls</p> <p>We recommend that the Department of Technology and Innovation periodically test its automated controls to ensure they are operating as intended.</p> <p>Consequences of not taking action: When automated controls are not reviewed and do not function properly, errors in the verification process and account management may occur, leading to users maintaining verified accounts longer than they should or accounts not being deactivated when unused. This can lead to increased risk of identity theft as these dormant accounts can be exploited, ultimately eroding trust in the service.</p>	<p>July 2024, p. 5</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Alberta.ca Account:</p> <p>Strengthen data encryption controls</p> <p>We recommend that the Department of Technology and Innovation strengthen its data encryption controls.</p> <p>Consequences of not taking action: Storing information without encryption or using weak encryption methods increases the impact of data breaches and unauthorized access to information.</p>	<p>July 2024, p. 5</p>	<p>Not Ready for Assessment</p>

Recommendation	When	Status
<p>DEPARTMENT Alberta.ca Account:</p> <p>Improve program onboarding and governance practices</p> <p>We recommend that the Department of Technology and Innovation improve program onboarding and governance practices by ensuring completion and formal review of onboarding documents, developing a risk assessment process for service integration, and defining roles and responsibilities.</p> <p>Consequences of not taking action: Inadequate vetting of programs may lead to greater security vulnerabilities and reduced functionality among systems, reducing both program and user experience. It can also undermine trust in the service and lead to a lack of accountability when issues arise.</p>	July 2024, p. 9	Not Ready for Assessment
<p>DEPARTMENT Alberta.ca Account:</p> <p>Enhance monitoring of systems</p> <p>We recommend that the Department of Technology and Innovation enhance monitoring practices for all Alberta.ca Account systems.</p> <p>Consequences of not taking action: Cybersecurity incidents and system errors may go undetected for a long time. This could expose confidential data and cause system failures, making Alberta.ca Account and government programs and services that use it unavailable.</p>	July 2024, p. 10	Not Ready for Assessment

Recommendation	When	Status
<p>ALBERTA INNOVATES Processes to Report on Value Generation:</p> <p>Improve processes to measure, monitor and report value generated by research and innovation activities</p> <p>We recommend that Alberta Innovates improve its performance reporting processes by:</p> <ul style="list-style-type: none"> • establishing targets for its corporate, program and project performance measures • analyzing its corporate, program, and project results to targets and to the costs to achieve the results • reporting, internally and externally, the value generation results from all research and innovation activities including the contribution to government desired outcomes <div style="border: 1px dashed black; padding: 5px;"> <p>Consequences of not taking action: Alberta Innovates may not be able to demonstrate whether its activities are maximizing its contribution to achieving the government’s research and innovation goals and achieving the corporation’s legislative mandate.</p> </div>	<p>November 2021, p. 180</p>	<p>Not Ready for Assessment</p>