**Follow-Up on the 2023 Performance Audit:**

Ministry of Public and Business Service Delivery and Procurement

# Security and Operations of IT Systems

## // Overall Conclusion

**30** Recommended Actions



🔴 **40%** (12)
Fully Implemented

🔵 **43%** (12.75)
In the Process of
Being Implemented

⚪ **14%** (4.25)
Little or
No Progress

⚪ **3%** (1)
No Longer
Applicable

The Office of the Corporate Chief Information Officer (CCIO), Central Agencies Cluster (CAC), Community Services Cluster (CSC), Children, Youth and Social Services Cluster (CYSSC), and Government Services Integration Cluster (GSIC), hereafter referred to as "the clusters," as of November 12, 2025, have fully implemented 40% of actions we recommended in our 2023 audit, **Security and Operations of IT Systems**. The CCIO and the clusters have made progress in implementing an additional 43% of the recommendations. However, the clusters have made little progress on 14% of the recommendations.

The status of actions taken on each of our recommendations is found in the **Appendix**.

## // Status of Actions Taken on Recommendations

We conducted assurance work between March 2025 and November 2025. We obtained written representation from the Ministry of Public and Business Service Delivery and Procurement that effective November 28, 2025, it has provided us with a complete update of the status of the recommendations we made in the original audit two years ago.

# // Appendix

## Recommendation Status Overview

| | # of Action Items | Fully Implemented | In the Process of Being Implemented | Little or No Progress | Will Not Be Implemented | No Longer Applicable |
|---|---|---|---|---|---|---|
| Recommendation 1 | 2 | 1 | 1 | | | |
| Recommendation 2 | 6 | 2.25 | 2.75 | | | 1 |
| Recommendation 3 | 3 | 2.5 | 0.5 | | | |
| Recommendation 4 | 4 | 0.75 | 2.25 | 1 | | |
| Recommendation 5 | 3 | | 3 | | | |
| Recommendation 6 | 1 | | 0.5 | 0.5 | | |
| Recommendation 7 | 4 | 1.5 | 0.75 | 1.75 | | |
| Recommendation 8 | 2 | 0.50 | 0.5 | 1 | | |
| Recommendation 9 | 2 | 2 | | | | |
| Recommendation 10 | 1 | 0.5 | 0.5 | | | |
| Recommendation 11 | 2 | 1 | 1 | | | |
| **Total** | **30** | **12** | **12.75** | **4.25** | **0** | **1** |
| % | 100 | 40 | 43 | 14 | 0 | 3 |