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Recommendations	Response/Action	Timeframe	Actioning Office
Recommendation 5.1.1 **Identify the procedures that need to be documented, prioritize them, and document them according to a reasonable schedule.**	Some procedures for the Security Clerk position are documented. These procedures will be reviewed and updated as required. Any procedures which are not documented will be identified, and appropriate documentation prepared. [16(2)(c)]	Sept. 2001	ADSO
Recommendation 5.1.2 **The Department should find ways to shorten some operational activities by eliminating some of the activities while maintaining the same security and risk level. A good example is related to changes in the combinations of safes, padlocks and codetronic locks (please refer to section 5.9 for more on this).**	A proposal will be made to the Departmental Security Officer to streamline some of the procedures in an effort to streamline and reduce workload. Changes will be made immediately based on the approval of the proposed changes.	Mar 31/01	ADSO Security Clerk

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Recommendations	Response/Action	Timeframe	Actioning Office
Recommendation 5.1.3 **Clearly define the roles and responsibilities of the LRA function and clearly assign them to identified employees.**	The LRA function has been assigned to Patricia Lapointe, Office Manager, Corporate Services. The alternate is Darryl Donald, Security Clerk. These individuals are aware of their roles.	Completed	
Recommendation 5.1.4 **The ITSO undergo additional formal training on IT security matters.**	The ITSO has been provided IT security training and actively participates in several IT security working groups. Given the rapid changes in technology and risks, the ITSO will continue to participate in all relevant courses and training / learning opportunities.	Ongoing	ITSO Dir. Systems
Recommendation 5.1.5 **Consideration be given to making this a full-time position.**	It is agreed that ideally a full-time ITSO is required because of the increasing IT security demands such as Internet connectivity, GOL and PKI. Additional resources are required to action this recommendation. This requirement will continue to be identified in resource planning exercises.	Dec. 2001	DG Corp. Services Dir. Systems
Recommendation 5.1.6 **Outside assistance be sought to help with the implementation of PKI in a Windows 2000 environment with smart cards and biometrics.**	A contractor has been hired to help with the implementation of Windows 2000. Additional contract assistance will be hired for the implementation of PKI with smartcards and biometrics after Windows 2000 has been deployed.	Oct. 2001	Dir. Systems

Recommendations	Response/Action	Timeframe	Actioning Office
[**]**	[ ]	Mar. 2002	DSO ADSO ITSO
Recommendation 5.2.2 **[** **]**	[ ]	March 2002	DSO ADSO

Recommendations	Response/Action	Timeframe	Actioning Office
Recommendation 5.2.3 **To ensure that all SOS, TRA, BRP and DRP documents are kept current over the years, a process needs to be developed that will include updating them when any changes to the affected assets or their environment are affected. This is normally covered through a change management process.**	A regular cycle will be established to insure that all security documents will be updated whenever changes occur.	Ongoing	DSO ADSO ITSO
Recommendation 5.3.1 **The Department should update the manual and ensure that all employees are informed of the new version available.**	The Employees Security and Safety Instructions manual will be updated, as well as the Guidelines for a Minister's Office document. Additionally, the internal security policy will be reviewed, and updated as required. When completed, the revised version will be shared with all employees.	Sept. 2001	DSO ADSO ITSO
Recommendation 5.4.1 **The Department should articulate specific Security plans that are separate from the operational plans. This will help put more focus on the security function and make its requirements more visible to Senior Management within the Department.**	Security plans have always been a separate element of operational plans. Any minor project is assigned a specific budget. Due to the size of the department, and the limited resources available, this approach continues to be the most viable.	N/A	DSO

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Recommendations	Response/Action	Timeframe	Actioning Office
[		Mar 31/01	ADSO
	16(2)(c)	Sept. 2001	Dir. Systems ITSO
		Sept. 2001	Dir. Systems ITSO
]			

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Recommendations	Response/Action	Timeframe	Actioning Office
Recommendation 5.6.1 **Refresher briefing sessions should be implemented for employees who have been with the Department for more than 5 years. We have found that the highest risk areas in those sections where employees deal with Secret classified information; those who work with Top Secret information are more aware of security issues. It is recommended that the refresher sessions be aimed initially at employees who deal with Secret classified information.**	A refresher briefing session will be prepared by the ADSO and IT Security Officer. A proposed procedure to have employees who have been with the Department longer than five years attend a refresher briefing will be developed and proposed to the DSG for approval. Once approved, the process will be implemented.	Dec 2001	ADSO ITSO DSO
[16(2)(c)]		Mar 31/01	Security Clerk ADSO

Recommendations	Response/Action	Timeframe	Actioning Office
[16(2)(c)]		Mar 31/01	Human Resources
		Mar 31/01	Security Clerk
Recommendation 5.9.1 **To ensure that management is aware of the number of times that stairwell doors are opened without an access card, the information from the log should be reported to the DSO as part of the regular monthly breaches and infractions report (currently off hours sweep information only).**	This recommendation will be redundant with the implementation of the new security system which is being installed as a result of the refit of the building. [16(2)(c)]	N/A	

Recommendations	Response/Action	Timeframe	Actioning Office
Recommendation 5.9.2 **In order to reduce the workload surrounding the management of the combination locks, the Department should consider the following:** • **Changing those locks for organisations that treat less sensitive information (below Top Secret) once per year instead of twice (maintain the twice per year schedule for NSD and IG CSIS);** • **Create a unique envelope per Directorate only rather than for each lock. This would help in reducing the administrative workload for changing the combinations.**	The recommended procedure will be implemented immediately. Directorate envelopes for combinations will be prepared as combinations are changed according to the schedule.	Immediately On-going to Dec 2001	Security Clerk
[16(2)(c) **]**	[ ] (N.B. Delivery personnel do not deliver to individual offices – only to the mailroom.)	Immediate	ADSO

Recommendations	Response/Action	Timeframe	Actioning Office
Recommendation 5.10.2 **The GSP is very clear on the proper way to create, store, and print classified electronic information. The Department should ensure that all users comply with the policy. We recommend the following:** • **That the awareness of employees be increased on this issue through the briefing sessions and through other means as best seen fit.** • **That the Department undertakes "sweeps" of the non-classified LAN drives in order to identify documents that are stored inappropriately. Any breaches identified should be reported to the user and also to the Director General of the unit.**	The Security Briefings and other means such as reminders through the Departmental Executive Committee will continue to be made to increase awareness to these requirements. Procedures will be developed after the implementation of Windows 2000 to permit the recommended "sweeps" to be done on a regular basis.	Ongoing Dec. 2001	DSO ITSO DSO
Recommendation 5.10.3 **It is very difficult (if not impossible) to monitor the information transmitted via email. However, the Department should increase the employees' awareness about this issue in order to minimize the Department's risk related to the**	Various means (e.g., Security Briefings, DEC reminders, Acceptable Use Policy) will continue to be used to make employee aware that classified information is not to be transmitted by e-mail on the non-classified LAN.	Ongoing	ITSO DSO

practice.			
Recommendations	**Response/Action**	**Timeframe**	**Actioning Office**
Recommendation 5.11.1 **Signs should be posted in the ATIP room informing visitors that documents are not to be removed from the room but that copies can be requested for removal, if desired.**	Signs in French and English have been installed in the Public Reading Room indicating the following. "The documents released under the Access to Information Act located in this Public Reading Room are available for consultation only. Photocopies are available upon request"	Completed	ATIP Unit
Recommendation 5.12.1 **We recommend that the Department pursue the Systems Division's plans of implementing a more secure environment through the use of Win2000, PKI, smart card and biometrics technologies. Although this will not resolve the problems related to classified information, it will resolve the problems associated to desktop security and passwords and position the Department for the eventual solution coming from CSE for classified messaging.**	As noted in response to recommendation 5.1.6, work has begun with the assistance of a contractor implement Windows 2000, expected to be fully completed by June 2001. This will be followed by the implementation of PKI with smartcards and biometrics by the fall of 2001.	Windows 2000 by June 2001 PKI - Fall 2001	Dir Systems & Staff