A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

PROJECT/PROJET : 94/10

REQUEST FOR ACTION PLAN / DEMANDE DE PLAN D'ACTION

DATE SENT / DATE D'ENVOI : 96.02.09

DATE DUE / ECHEANCE : 96.02.14

PAGE : 1 OF/DE 1

PROJECT TITLE / TITRE DU PROJET : AUDIT OF INFORMATICS AND EDP CONSOLIDATION

REGION OR BRANCH / REGION OU DIRECTION GENERALE : SASKATCHEWAN - ALTERNATIVE FUNDING ARRANGEMENTS

(1) RECOMMENDATIONS / RECOMMANDATIONS	(2) REPORT/ RAPPORT PAGE NO	(3) ACTION PLAN / PLAN D'ACTION (If space provided is insufficient please continue on blank sheet.) (Si vous manquez d'espace, veuillez continuer sur une page blanche.)	(4) RESPONSIBLE MANAGER REPONSABLE GESTIONAIRE (TITLE / TITRE)	(5) PLANNED COMPLETION DATE / PREVUE DE MISE EN OEUVRE
14 SAS The Regional Security Officer should review the Security Services Information System Report regular basis to ensure employees, with access to systems, have the appropriate security clearance.	11	1 The current Security Services Report (SSZ1300) has been compared to the current listing of individuals who have access to the systems. Access to the systems will continue to be monitored closely and be limited to individuals with the required security level.	Regional Security Officer	96.04.30

A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

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PROJECT TITLE / TITRE DU PROJET : AUDIT OF INFORMATICS AND EDP CONSOLIDATION

REGION OR BRANCH / REGION OU DIRECTION GENERALE : ALBERTA - ALTERNATIVE FUNDING/SELF-GOVERNMENT

(1) RECOMMENDATIONS / RECOMMANDATIONS	(2) REPORT/RAPPORT PAGE NO	(3) ACTION PLAN / PLAN D'ACTION (If space provided is insufficient please continue on blank sheet.) (Si vous manquez d'espace, veuillez continuer sur une page blanche.)	(4) RESPONSIBLE MANAGER GESTIONAIRE REPONSABLE (TITLE / TITRE)	(5) COMPLETION DATE / PREVUE DE MISE EN OEUVRE
15 ALB The Regional Informatics Manager, with the Financial Systems Coordinator of Corporate Services, should monitor the regional list of authorized users and the VESOFT Security 3000 User Report to ensure they agree with one another.	12	1 The Manager, Informatics and Financial Systems Coordinator, Corporate Services will monitor the regional list of authorized users and the VESOFT Security 3000 User Report to ensure they agree with one another. A change is being implemented to maintain a list of users with access to any mini-computer based applications. EDP Services will be notified each time a user is added to any mini-computer based system. Once the list is established, any time a user	Regional Manager	96.06.30

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      *             *
 *                                          *       *   leaves the appropriate access codes    *
      *             *
 *                                          *       *   will be deleted.                       *
      *             *
 *                                          *       *                                          *
      *             *
 *16 ALB  The Regional Informatics Manager  *   13  * 1 The Regional Informatics Manager will  *Regional
Informatics  *  96.06.30   *
 *        should develop and publish        *       *   develop and publish security           *Manager
      *             *
 *        security guidelines for laptop    *       *   guidelines for notebook computers and  *
      *             *
 *        computers and removable hard      *       *   removable hard drive components.       *
      *             *
 *        disks.                            *       *   Review to be conducted Feb. 25 -       *
      *             *
 *                                          *       *   March 1.  Discussions have been held   *
      *             *
 *                                          *       *   with the Regional Security Officer     *
      *             *
 *                                          *       *   about acquiring locking devices for    *
      *             *
 *                                          *       *   notebook computers (within the         *
      *             *
 *                                          *       *   office).  Further discussions are to   *
      *             *
 *                                          *       *   take place on this issue.  Hard        *
      *             *
 *                                          *       *   Drives - the option of removing the    *
      *             *
 *                                          *       *   hard drive when staff leave their      *
      *             *
 *                                          *       *   desk for more than 15 minutes may be   *
      *             *
 *                                          *       *   difficult to implement with users.     *
      *             *
 *                                          *       *   Further discussions with management    *
      *             *
 *                                          *       *   will be held to determine a course of  *
      *             *
 *                                          *       *   action.                                *
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A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

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PROJECT TITLE / TITRE DU PROJET : AUDIT OF INFORMATICS AND EDP CONSOLIDATION

REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

(1) RECOMMENDATIONS / RECOMMANDATIONS	(2) REPORT/ RAPPORT PAGE NO	(3) ACTION PLAN / PLAN D'ACTION (If space provided is insufficient please continue on blank sheet.) (Si vous manquez d'espace, veuillez continuer sur une page blanche.)	(4) RESPONSIBLE MANAGER GESTIONAIRE REPONSABLE (TITLE / TITRE)	(5) COMPLETION DATE / PREVUE PLANNED DE MISE EN OEUVRE
1 The Director General, Information Management Branch, in conjunction with the departmental and regional Security Officers in Atlantic, Alberta and Saskatchewan Regions, should ensure that the Security 3000 software feature requiring automatic change of passwords is used consistently throughout Indian and Northern Affairs Canada.	3	1 Configuration will be reviewed to ensure consistent and automated Requests for Change every 90 days are affected.	DG, Information Management Branch	96.03.01

```
       *             *
 *                                          *       *                                          *
       *             *
 *2       The Director General, IMB, in     *   4   * 1 An audit report has been produced      *DG,
Information       *  96.04.01   *
 *        consultation with the             *       *   using VEAUDIT.  Changes are being      *Management
Branch     *             *
 *        Departmental and Regional         *       *   effected.  Unused user and session     *
       *             *
 *        Security Officers in Atlantic,    *       *   I.D.'s that have not been accessed     *
       *             *
 *        Alberta and Saskatchewan regions  *       *   for more than 100 days will be         *
       *             *
 *        and appropriate management,       *       *   removed.                               *
       *             *
 *        should revise and update the list *       *                                          *
       *             *
 *        of employees requiring access to  *       *                                          *
       *             *
 *        the INAC databases.               *       *                                          *
       *             *
 *                                          *       *                                          *
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A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

PROJECT/PROJET : 94/10

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REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

(1) RECOMMENDATIONS / RECOMMANDATIONS	(2) REPORT/ RAPPORT PAGE NO	(3) ACTION PLAN / PLAN D'ACTION (If space provided is insufficient please continue on blank sheet.) (Si vous manquez d'espace, veuillez continuer sur une page blanche.)	(4) RESPONSIBLE MANAGER GESTIONAIRE REPONSABLE (TITLE / TITRE)	(5) PLANNED COMPLETION DATE / PREVUE DE MISE EN OEUVRE
3 The Director General, IMB, in consultation with the Departmental Security Officer and appropriate departmental management, should develop and implement procedures controlling access to corporate databases by outside organizations. The procedures should provide that whenever access is authorized it is temporary; and documentation must be prepared in advance listing the reasons for such	4	1 A procedure is in place. The Information Infrastructure Directorate (IID) will ensure its enforcement. It will request written detail of changes to be applied.	DG, Information Management Branch	96.02.19

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       *             *
 *        access and the items accessed or  *       *                                          *
       *             *
 *        modified.                         *       *                                          *
       *             *
 *                                          *       *                                          *
       *             *
 *                                          *       *                                          *
       *             *
 *4       The Director General, IMB, in     *   5   * 1 An audit report has been produced and  *DG,
Information       *  96.04.01   *
 *        consultation with the             *       *   maintenance on all application user    *Management
Branch     *              *
 *        Departmental Security Officer and *       *   I.D.'s is in progress.                 *
       *             *
 *        appropriate departmental          *       *                                          *
       *             *
 *        management, should establish      *       *                                          *
       *             *
 *        procedures to control any access  *       *                                          *
       *             *
 *        to a database by someone outside  *       *                                          *
       *             *
 *        of a responsibility centre; for   *       *                                          *
       *             *
 *        such access approval should be    *       *                                          *
       *             *
 *        given in advance and should       *       *                                          *
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A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

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REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

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Recommendation 4 (Con't)				
identify the reasons for access.				
5 The Director General, IMB, in consultation with the Departmental and appropriate Regional Security Officers and management, should implement procedures to ensure that, upon leaving INAC, employees have their access codes removed from all systems.	5	1 This item has been directed to the Departmental Security Officer for review and comment as to how best to ensure departing individuals are routed to the appropriate managers to ensure compliance with the recommendations. A new process will have to be implemented nationally.	DG, Information Management Branch	96.12.31

```
       *             *
 *                                          *       *                                          *
       *             *
 *                                          *       *                                          *
       *             *
 *6(A)    The Manager, Operations within    *   6   * 1 A new firm has been contracted to      *Manager,
Operations,  *  96.09.01   *
 *        IMB should ensure that the firm   *       *   provide Operation services effective   *IMB
       *             *
 *        establishes a project plan for    *       *   Feb. 15, 1996.  A project plan will    *
       *             *
 *        the implementation of the Tape    *       *   be developed as will an assessment of  *
       *             *
 *        Management System.                *       *   automated tape management system       *
       *             *
 *                                          *       *   following which the selected solution  *
       *             *
 *                                          *       *   can be implemented.                    *
       *             *
 *                                          *       *                                          *
       *             *
 *6(B)    The Manager of Operations within  *   6   * 1 Compliance of the noted TSSIT will be  *Manager,
Operations,  *  96.02.19   *
 *        IMB should ensure that regular    *       *   followed and regular periodic          *IMB
       *             *
 *        periodic inventory of tapes,      *       *   checking of tape inventories will      *
       *             *
 *                                          *       *                                          *
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A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

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REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

(1) RECOMMENDATIONS / RECOMMANDATIONS	(2) REPORT/RAPPORT PAGE NO	(3) ACTION PLAN / PLAN D'ACTION (If space provided is insufficient please continue on blank sheet.) (Si vous manquez d'espace, veuillez continuer sur une page blanche.)	(4) RESPONSIBLE MANAGER GESTIONAIRE REPONSABLE (TITLE / TITRE)	(5) PLANNED COMPLETION DATE / PREVUE DE MISE EN OEUVRE
Recommendation 6(B) (Con't) based upon the schedule outlined in the "Canadian Federal Government Technical Security Standards for Information Technology" (TSSIT), is conducted.		begin immediately. (This will be followed up and a regular basis.)		
6(C) The Manager of Operations within IMB should implement the internal label checking on all removable media used by an application.	6	1 With the selection of an automated product (see 6A) compliance will be met.	Manager, Operations, IMB	96.09.01

* *
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* *
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* *
*7 The Manager of Operations, with * 7 * 1 The Director, Information Systems, in *Director,
Information * To be *
* the Director of Information * * concert with his clients, will take *Systems
* determined *
* Systems, IMB, and in conjunction * * the lead to implement version release *
* *
* with appropriate program * * numbers. Once in place they will be *
* *
* managers, should implement a * * followed by Information *
* *
* procedure uniquely identifying * * Infrastructure Directorate. *
* *
* production application version * * *
* *
* numbers. * * *
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REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

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8 The Manager of Operations, IMB, should work with appropriate program managers to ensure that users are notified in advance of implementing new versions.	7	1 In December 1996 a new process of notification was established to ensure 48 hr. notice of changes, provide details as to the specific module change and an outline of the change result or impact. This process will be followed in all cases but emergency first.	Manager, Operations, IMB	96.02.19
9 The Director General, IMB, should implement appropriate mechanisms to improve the level of service of the Help Desk.	8	1 A new contract for Help Desk Services was awarded February 15, 1996 with defined service levels for resolution and escalation of problems. In	DG, Information Management Branch	96.05.01

```
       *             *
 *                                          *       *   addition the IMB has acquired a new    *
       *             *
 *                                          *       *   automated logging and tracking system  *
       *             *
 *                                          *       *   for monitoring all Help Desk calls.    *
       *             *
 *                                          *       *                                          *
       *             *
 *10      The Manager of Client Support     *   8   * 1 Review contract obligation, identify   *Manager,
Client Sup.  *  96.04.30   *
 *        Services, IMB, should implement   *       *   management reports required to cover   *Serv., IMB
       *             *
 *        the production of effective       *       *   workload, service level (response      *
       *             *
 *        management reports for the Help   *       *   rate) rendered, efficiency and         *
       *             *
 *        Desk.                             *       *   coverage.                              *
       *             *
 *                                          *       *                                          *
       *             *
 *                                          *       * 2 Develop and produce reports.           *
       *  96.06.28   *
 *                                          *       *                                          *
       *             *
 *                                          *       * 3 Quarterly Review (ONGOING)             *
       *  96.06.28   *
 *                                          *       *                                          *
       *             *
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REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

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11 The Manager, Client Support Services, IMB, should implement the Total Quality Management process for the Help Desk; and, arrange for and review the analyses of delays.	8	1 Scheduled meetings with the new contractor will address these issues. Support Magic will provide statistics and the firms' invoicing will identify Support Services. Review and amend current deficiency related to procedure including analysis of delay. 2 Identify other necessary improvements related Total Quality Management. 3 Implement Integrated corrective	Manager, Client Sup. Serv., IMB	96.04.30 96.06.28

```
       *  96.08.30   *
 *                                          *       *   measures.                               *
       *             *
 *                                          *       *                                           *
       *             *
 *                                          *       * 4 Quarterly review of TQM and related    *
       *  96.08.30   *
 *                                          *       *   to client satisfaction.  (Quarterly    *
       *             *
 *                                          *       *   on an ongoing basis).                  *
       *             *
 *                                          *       *                                           *
       *             *
 *12      The Director General, IMB, should *   9   * 1 The IDR Plan will be updated in the    *DG,
Information       *  96.09.01   *
 *        develop a plan to operationally   *       *   first quarters of 95/96 with a "paper  *Management
Branch     *             *
 *        test the Disaster Recovery plan   *       *   test" to be conducted early in the     *
       *             *
 *        at least once a year.             *       *   2nd quarter.  An operational test      *
       *             *
 *                                          *       *   will be conducted by September 1,      *
       *             *
 *                                          *       *   1996 and at least annually             *
       *             *
 *                                          *       *   thereafter.                            *
       *             *
 *                                          *       *                                           *
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REGION OR BRANCH / REGION OU DIRECTION GENERALE : CORPORATE SERVICES - INFORMATION MANAGEMENT BRANCH

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*13 The Manager of Operations, IMB, should modify the Disaster Recovery plan to include recovery of client-server type applications.	9	1 Hardware procurement requirements have been included in 95/96 budget. IDR and Operational plans will be updated to reflect Client-Server type applications.	Manager, Operations, IMB	96.06.07

A.R.C. SYSTEM / AUDIT AND EVALUATION BRANCH

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PROJECT TITLE / TITRE DU PROJET : AUDIT OF INFORMATICS AND EDP CONSOLIDATION

REGION OR BRANCH / REGION OU DIRECTION GENERALE : ATLANTIC - CORPORATE SERVICES

(1) RECOMMENDATIONS / RECOMMANDATIONS	(2) REPORT/ RAPPORT PAGE NO	(3) ACTION PLAN / PLAN D'ACTION (If space provided is insufficient please continue on blank sheet.) (Si vous manquez d'espace, veuillez continuer sur une page blanche.)	(4) RESPONSIBLE MANAGER GESTIONAIRE REPONSABLE (TITLE / TITRE)	(5) COMPLETION DATE / PREVUE DE MISE EN OEUVRE
17A ATL The Regional Security Officer should reconcile the differences between the regional report and the Security Services Information System Report.	15	1 The Regional Security Officer will be assisting the Manager, Informatics in the development and implementation of a process to ensure the periodic reconciliation of the regional report and the Security Services Information Listing (SSIL) report.	Regional Security Officer (This recommendation has been transferred to the Departmental Security Officer).	96.03.31
17B ATL The Regional Security Officer should ensure that only employees with at least Enhanced Reliability Clearance have access to DRMS and TPMS.	15	1 The Regional Security Officer will be assisting the Manager, Informatics in the development and implementation of a process to ensure that only employees with a least Enhanced Reliability Clearance have access to	Regional Security Officer	Implemented

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*                                          *       *   DRMS and TPMS.                        *
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