

[Ministry of Citizens' Services]

[Workstation Support Services Contract: An Audit of Due Diligence] Released [11/16]

<http://www.bcauditor.com/pubs>

Initial PAC Meeting- Monday, November 27, 2017

1st Action Plan Update N/A

2nd Action Plan Update N/A

¹The Select Standing Committee on Public Accounts (PAC) will request an update (i.e Assessment of Progress and Actions Taken column completed) on a yearly basis from the audited organization until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC.

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Rec. #	OAG Recommendations	Action Planned	Target Date	Assessment of Progress by Entity ¹	Action Taken ²
1.	Clarify roles and responsibilities for oversight.	Since the recommendation has already been implemented, these are the same as actions taken.	Action has already been implemented.	Fully implemented.	<ul style="list-style-type: none"> • The Province's Strategic Partnerships Office (SPO) has developed and implemented a document due diligence and approval process. • This process will ensure key stakeholders; central agencies and project teams are consistent in their engagement and diligence of ASD style contracts. • The SPO will work with the Office of the Comptroller General to consider updates to Core Policy to clearly identify the role of Strategic Partnerships Office and its oversight of significant ASD contracts and in particular on key decisions such as contract extensions and onboarding. • In situations where there are large onboarding or major changes in contracts, the SPO will ensure that Treasury Board is consulted and will provide an independent oversight of these decisions. • The SPO has created and hired two new positions specifically designed to increase communication and collaboration within the portfolio.

² This action plan and their subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has accurately represented their progress in addressing the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

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Rec. #	OAG Recommendations	Action Planned	Target Date	Assessment of Progress by Entity ¹	Action Taken ²
2.	Independent review of large decisions.	Since the recommendation has already been implemented, these are the same as actions taken.	Action has already been implemented.	Fully implemented.	<ul style="list-style-type: none"> Independent review at key decision points (EoT, Business Case, Rfx document) will be required by the Strategic Partnerships Office through the document approval process. The SPO has developed and implemented a document that outlines key stages of required reviews of large decisions:
3.	Set clear expectations for due diligence.	Since the recommendation has already been implemented, these are the same as actions taken.	Action has already been implemented.	Fully implemented.	<ul style="list-style-type: none"> Significant changes to outsourced contracts within the mandate of the SPO will be required to meet the onboarding due diligence expectations identified by the OAG through detailed business case development, financial and legal analysis, and ongoing monitoring of the service delivery contract. To ensure this due diligence is completed, the SPO has developed a deal life cycle framework.

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Rec. #	OAG Recommendations	Action Planned	Target Date	Assessment of Progress by Entity ¹	Action Taken ²
4.	Better public reports on results.	Since the recommendation has already been implemented, these are the same as actions taken.	Action has already been implemented.	Fully implemented.	<ul style="list-style-type: none"> • Above the day to day support of portfolio deals throughout the life cycle, the SPO continues to perform a variety of projects: <ul style="list-style-type: none"> ○ <u>Treasury Board Report on Portfolio</u>: The SPO creates and distributes and annual report to TBS on the SPO activities from previous year. ○ <u>Performance Management Reporting</u>: The SPO has developed a comprehensive Performance Management Framework to be used in the assessment and review of the Province’s strategic deals. ○ <u>IAOP Proactive Disclosure of ASD/SPO Contracts</u>: The SPO is proactively disclosing key details on all the contracts in its portfolio on an annual basis, information that is included is: Reporting period, Start date, Office, division or branch procuring the service, Name of the contractor, Delivery , Contract value , Detailed description and, Procurement process.

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