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To: ["Direct to Mayor and Council - DL"](#)
CC: ["City Manager's Correspondence Group - DL"](#)
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Date: 11/30/2020 3:44:24 PM
Subject: Memo: Auditor General Office update
Attachments: Memo to Mayor and Council- Municipal Auditor General's Office November 30.pdf

Dear Mayor and Council,

The attached memo serves to provide Council with an update to "Recommendation F" outlined in Council Report RTS14079 - Establishing the Office of the Auditor General for the City of Vancouver.

If you have any follow-up questions, please feel free to contact Nick Kassam, GM of REFM at Nick.Kassam@vancouver.ca.

Best,
Sadhu

Sadhu Aufochs Johnston | City Manager
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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

MEMORANDUM

November 30, 2020

TO: Mayor & Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Karen Levitt, Deputy City Manager
Lynda Graves, Administration Services Manager, City Manager's Office
Patrice Impey, CFO & GM, Finance, Risk and SCM
Kelly Oehlschlager, Assistant Director, Legal Services
Gail Pickard, Civic Engagement and Communications Director
Rosemary Hagiwara, Acting City Clerk
Anita Zaenker, Chief of Staff, Mayor's Office
Neil Monckton, Chief of Staff, Mayor's Office
Alvin Singh, Communications Director, Mayor's Office

FROM: Nick Kassam, General Manager, Real Estate and Facilities Management
Catherine Chick, Chief Technology Officer

SUBJECT: Municipal Auditor General Office (AGO)

This memo serves to provide Council with an update to "Recommendation F" outlined in Council Report RTS14079 - Establishing the Office of the Auditor General for the City of Vancouver.

"THAT Council direct staff as set out in this report on the office space, technology, administrative and corporate services arrangements needed to support the establishment and operation of the Auditor General Office of the City of Vancouver."

"The General Manager of Real Estate and Facilities Management be directed to report back on the most cost-effective office space options available for the provision of a physical office (with all City standard furnishings and equipment) for the AGO Vancouver, noting the office will be need to be configured to restrict access to all City staff except those within the AGO Vancouver, and the office will need to be able to accommodate a staff of 1-3 FTE's in 2021 and 8-10 FTE's by 2022, and such report (including all costing for budget purposes) will need to be provided to the Auditor General Committee before November 30, 2020."

"The Chief Technology Officer be directed to report back on the recommended technology arrangements for the AGO Vancouver, noting that the AGO Vancouver staff will need to be provided with the City standard set of computers, mobile devices, printers, monitors, and other hardware and software and that such technology will need to be secured to at least the same level as is provided to the City's Legal Services group (which provides legal advice to the City and various City-affiliated entities such as the Vancouver Police Board and so has to have high security

and access protection similar to that required by the AGO Vancouver) so as to ensure that all information created or used by the AGO Vancouver is not accessible by any City staff other than those within the AGO Vancouver and such report (including all costing for budget purposes) will need to be provided to the Auditor General Committee before November 30, 2020.”

Staff from Real Estate and Facilities Management and Technology Services (REFM & TS staff) have reviewed direction from Council regarding the administrative arrangements, premises and corporate services and can provide the following report back.

In regards to the establishment and operation of the AGO, it is REFM & TS staff’s understanding that once recruited in 2021, the Auditor General Vancouver, will determine the level of staffing required for an AGO to effectively carry out their mandate. At such time when there are more specific details on the number of staff, the operational and space needs from the Auditor General Vancouver, REFM & TS staff would identify options for an appropriate location, develop a space layout and technology plan, associated budget and timeline for the setup of the AGO. Subject to Council approval of the plan and budget, REFM & TS staff would then engage in completing the tenant improvements and build out the appropriate office space.

Notionally, REFM & TS staff can confirm that based on the estimated AGO staff resource numbers provided within the Council report, sufficient space would be available within the City’s current office footprint (off City Hall campus). Recognizing that the Auditor General Vancouver would initially be working remotely but may also require an office space periodically to conduct their business, REFM & TS staff would be providing an office at its 814 Richards Street location. Considering the confidential nature of the AGO’s work and the need to have restricted access to the AGO space, recommendations from City Protective Services would be implemented to secure the AGO space and would be approved as such by the AGO.

Technology Services staff have completed an initial assessment of technology and data security requirements, including direct consultation with the Auditor General at the City of Ottawa, and a general review of audit requirements. Security requirements were discussed and it was determined that as long as reasonable precautions are taken to ensure data security and privacy, while providing full access to information for the AGO, the existing technology access and security procedures are likely sufficient. If new requirements evolve that require an independent network and system for the AGO, this scenario will need to be assessed and costed. With the assumption that the proposed AGO is located in an existing City office space with a fibre connection to the City network, the technology setup costs should be low. Standard end-user provisioning costs apply to supply City technology equipment and services. Any specialized software required by the AGO, currently not licensed by the City, will incur additional costs and require a more detailed assessment.

If you have any further questions, please feel free to follow-up with Nick Kassam (nick.kassam@vancouver.ca).



Nick Kassam
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