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**Management Response and Action Plan (MRAP)**  
**Audit of the Management of Information Technology (IT) Service Level Agreements**  
**March 2011**

Recommendations	Management Response	Planned Management Actions	Deliverables	Expected Completion Date	Responsibility
<p><i>1. It is recommended that the Assistant Deputy Minister, Corporate Services Branch (CSB) develop an overall strategic plan for information technology (IT) service level agreements (SLAs) which should be supported by rationales for each of the agreements. The plan should be tabled at Executive Committee for consideration and approval.</i></p>	<p>Management agrees with the recommendation.</p> <p>Health Canada has completed the review and business rationale for the Managed Integrated Network Services, Managed Storage Services and Data Centre Services. Each service has been or will be assessed on Service Definition, Levels, Performance Reporting and Credits for under performance.</p> <p>A review of Health Canada's IT Shared Services Strategy is currently underway to ensure that services being provided to Health Canada are cost efficient and/or have value. The key focus is on the analysis of the Shared Services Catalogue to review all services provided to determine what services can leverage Health Canada's program delivery.</p>	<p>Review, in the short term, and in partnership with Public Works and Government Services Canada, all current Service Level Agreements (SLAs) to determine cost savings and/or value to Health Canada from the service offering.</p> <p>Develop a plan of action (3 years) detailing short and long term recommendations for the future direction of IT Shared Services within Health Canada.</p>	<p>Summary Review</p>	<p>April 2011</p>	<p>Assistant Deputy Minister, Corporate Services Branch</p> <p>Chief Information Officer</p>
		<p>This will be used to determine the evolution of Shared Services within the Department focusing on those services that leverage the Department's program delivery.</p>	<p>Action plan</p>	<p>October 2011</p>	

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<p><i>2. It is recommended that the Assistant Deputy Minister, Corporate Services Branch formalize an internal control framework for managing the service level agreements.</i></p>	<p>Management agrees with the recommendation.</p> <p>Health Canada currently has internal controls to manage IT service levels provided. These consist of service agreement tracking (document status and financial commitment), Service Level Agreement (SLA) document quality checklist, and reviews of service level performance as per the agreement provided by service provider.</p> <p>However, Health Canada will endeavour to improve the current control framework by implementing the applicable pillars of the Information Technology Infrastructure Library</p>	<p>Quickly revise the current SLA documentation with PWGSC to reflect the internal control framework, specifically addressing: service definitions, service levels, performance reporting and credits associated to service levels paid for but unattained.</p>	<p>New or amended service level agreements that reflect internal controls</p>	<p>March 2012</p>	<p>Assistant Deputy Minister, Corporate Services Branch</p> <p>Chief Information Officer</p>
		<p>Prepare monthly status reports for CIO/ADM executive support to progress stalled SLAs.</p> <p>Formalize and gain executive approval for service credit structure to compensate Health Canada for service levels not</p>	<p>Status Reports</p>	<p>April 2011</p>	

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	framework in order to achieve improved IT services, reduced costs, improved customer satisfaction through a more professional approach to service delivery, improved productivity, improved use of skills and experience, and improved delivery of third party service.	achieved.	Service Credit Structure	March 2012	
3. <i>It is recommended that the Assistant Deputy Minister, Corporate Services Branch prepare a "bill of materials" for the Distributed Computing Environment/Business Enterprise Enabler (DCE/BEE) project and develop a recovery agreement in accordance with the Memorandum of Understanding.</i>	<p>Management agrees with the recommendation.</p> <p>The current Bill of Materials has been prepared and will be assessed based on Treasury Board Accounting Standard for Capital Assets.</p> <p>A form of credit to Health Canada for the equipment no longer required by the IT Shared Services is currently in negotiation.</p>	Identify Health Canada assets currently in the IT Shared Services' possession which are not required for the immediate delivery of BEE and seek compensation in return for the residual value of the equipment either as a credit towards other IT Shared Services, or as a financial transaction to Health Canada.	<p>Complete list of assets created in partnership with PWGSC</p> <p>Executive Management Decision</p>	<p>March 2011</p> <p>March 2011</p>	<p>Assistant Deputy Minister, Corporate Services Branch</p> <p>Chief Information Officer</p>