



# Performance Measurement Results for the Office of Audit and Evaluation

As of September 30th, 2020



Shared Services  
Canada

Services partagés  
Canada

Canada

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## Introduction

The Policy on Internal Audit and its associated Directive on Internal Audit came into force on April 1, 2017. The Directive on Internal Audit stipulates, “Departments must meet public reporting requirements as prescribed by the Comptroller General of Canada and using Treasury Board of Canada Secretariat prescribed platforms, including: Performance results for the internal audit function (A.2.2.3, A.2.2.3.1)”.

The compliance attributes detailed below are intended to show an external audience that an internal audit function is in place and operating as intended.

The objective of the [Policy on Internal Audit](#) is to “ensure that the oversight of public resources throughout the federal public administration is informed by a professional and objective internal audit function that is independent of departmental management.”

Heads of government organizations are responsible for “ensuring that internal audit in the department is carried out in accordance with the Institute of Internal Auditors’ International Professional Practices Framework unless the framework is in conflict with this policy or its related directive; if there is a conflict, the policy or directive will prevail”<sup>1</sup>.

On March 9, 2018, the Office of the Comptroller General issued [Technical Bulletin 2018-1: Policy on Internal Audit](#), which provided additional guidance on the Policy and Directive. One element of the bulletin was the requirement to post performance results commencing June 30, 2018.

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<sup>1</sup> Policy on Internal Audit (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16484>)

Furthermore, the Office of the Comptroller General provided departments with a document titled, [Why publish key performance compliance attributes of internal audit?](#) to provide additional context for the request.

In accordance with the Office of the Comptroller General's request and with the Policy, we are pleased to provide Shared Service Canada's (SSC) Office of Audit and Evaluation key compliance attributes as defined by the Office of the Comptroller General.

## Key compliance attributes of Internal Audit

Departments are required to publish selected key compliance attributes in order to provide pertinent information to stakeholders (Canadians, parliamentarians) regarding the professionalism, performance and impact of the internal audit function in departments. The compliance attributes noted below address staff designations and training, as well as quality assurance and improvement programs in internal audit.

## Professional certifications and designations

The Office of Audit and Evaluation leverages multidisciplinary teams to ensure identified engagement risks are sufficiently and appropriately addressed. This is achieved by hiring staff with diverse backgrounds and experience, together with the engagement of technical experts and specialists on an as-needed basis.

Key compliance attribute	Response
1(a) Percent of staff with an internal audit or accounting designation (Certified Internal Auditor, or Chartered Professional Accountant).	Of the 17 staff at the Office of Audit and Evaluation who are auditors or do audit-related work, 9 people, or <b>53%</b> , have an internal audit or accounting designation.
1(b) Percent of staff with an internal audit of accounting designation (Certified Internal Auditor or Chartered Professional Accountant) in progress.	Of the 17 staff at the Office of Audit and Evaluation who are auditors or do audit-related work, 1 person, or <b>6%</b> , have an internal audit or accounting designation in progress.
1(c) Percent of staff holding other designations (for example, Certified Government Auditing Professional, Certified Information Systems Auditor).	Of the 17 staff at the Office of Audit and Evaluation who are auditors or do audit-related work, 12 people, or <b>71%</b> , hold other relevant designations.

## Quality assurance and improvement program

<p>2(a) Date of last comprehensive briefing to the Departmental Audit Committee on the internal processes, tools and information considered necessary to evaluation conformance with the Institute of Internal Auditors' Code of Ethics and the Standards and the results of quality assurance and improvement program.</p>	<p>On <b>June 10, 2019</b>, the Departmental Audit Committee received a copy of the report on the Internal Assessment of the internal audit practices at SSC.</p>
<p>2(b) Date of the last external assessment.</p>	<p>The External Practice Inspection for SSC was underway in <b>September 2020</b>.</p> <p>The External Practice Inspection Final Report for SSC is dated <b>April 12, 2016</b>.</p>

## Internal audit plan and related information

Additions and adjustments to the internal audits listed in the Departmental Plan may occur in order to address emerging risks and priorities.

	<b>Internal Audit Status</b>	<b>Status</b>	<b>Date of approval</b>	<b>Date of Publication</b>	<b>Original planned date of Management Action Plan (MAP)</b>	<b>Status of completion of MAP (percent of MAP completed)</b>
<b>Audit Engagements Closed in 2017–18</b>						
1	Coordinated Audit of Cyber Security with Canada Revenue Agency	Approved—MAP not fully implemented	April 24, 2017	Not published due to security concerns	March 31, 2018	75%
2	Coordinated Audit of IT Security with Treasury Board of Canada Secretariat	Approved—MAP not fully implemented	June 30, 2017	Not published due to security concerns	March 31, 2018	63%
3	Audit of Technology Asset Management	Approved—MAP fully implemented	June 27, 2017	September 22, 2017	July 14, 2017	85%
4	Systems Under Development Audit Annual Report 2016–17	Published - MAP fully implemented	December 12, 2017	January 22, 2018	March 31, 2018	100%

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Audit Engagements Carried Forward from 2017–18 to 2018–19						
5	Audit of Demand and Relationship Management	Published—MAP fully implemented	June 6, 2018	September 5, 2018	June 30, 2020	100%
6	Audit of Email Transformation Initiative Bell Canada Invoicing Controls	Approved—MAP fully implemented	July 5, 2018	October 3, 2018	June 30, 2018	100%
7	Coordinated Audit of IT Security with Employment Security and Development Canada	Approved—MAP not fully implemented	October 12, 2018	Not published due to security concerns	March 31, 2023	20%
8	Systems Under Development Audit – Dashboard 8: Project Management	Approved—MAP fully implemented	September 11, 2018	March 29, 2019	April 15, 2019	100%
9	Audit of High Performance Computing	Approved—MAP not fully implemented	April 5, 2019	May 20, 2019	April 2020	85%
10	Systems Under Development Annual Report 2017–18	Approved—MAP fully implemented	March 28, 2019	May 10, 2019	April 1, 2018	100%

Audit Engagements from the 2018-19 Risk-based Audit Plan						
11	Systems Under Development Dashboard 10: Project Cost Management	Approved— MAP not fully implemented	July 18, 2019	August 28, 2019	March 30, 2020	85%
12	Audit of Patch Management	In Progress	—	—	—	—
13	Audit of Logical Access Controls	In Progress	July 27, 2020	—	September 30, 2020	20%
Audit Engagements from the 2019–20 Risk-based Audit Plan						
14	Audit of Information for Decision Making	In Progress	—	—	—	—
15	Audit of Wide Area Network Bandwidth / Capacity Planning and Operation	In progress	—	—	—	—
16	Audit of the Management of Customer Revenue Agreements	In Progress	—	—	—	—

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17	Audit of Security Assessment and Authorization	In Progress	—	—	—	—
18	Audit of SSC's Approach to Service Costing	Not started	—	—	—	—
19	Audit of ITSM implementation project	In Progress	—	—	—	—



## Adding Value

Senior management perception of the added value of the internal audit function overall is positive, and the Office of Audit and Evaluation will continue its efforts to improve these ratings.

In 2019–20, of 6 respondents to 3 surveys, 54% reported them as excellent, 38% reported them as good, 5% reported them as fair and 3% reported them as poor.

## Footnote

<sup>1</sup> [Policy on Internal Audit](#)