

**September 26, 2019**

**Chapter 8, 2016-17 Annual Audit, 2017 Report Volume 2**

| <b>Recommendation and Status at Time of Audit<br/>(Indicate whether New/Outstanding)</b>   | <b>Page</b> | <b>Current Status<br/>(implemented, partially implemented, not implemented)</b> | <b>Actions Taken to Implement since PA Report</b>   | <b>Planned Actions for Implementation</b> | <b>Timeline for Implementation</b> |
|--|-------------|---|---|---|------------------------------------|
| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice prepare and test its disaster recovery plans for its critical information technology systems.<br/>(2015 Report – Volume 2; Public Accounts Committee agreement January 11, 2017)</p> <p><b>Status – Partially Implemented</b></p> | 57          | Implemented   | The ministries successfully tested the disaster recovery plan in May 2018 with a mock disaster. | n/a                                       | n/a                                |

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|--|------|---|--|--|-----------------------------|
| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice follow its established procedures for removing unneeded user access to its computer systems and data. (2015 Report – Volume 2; Public Accounts Committee agreement January 11, 2017)</p> <p><b>Status – Partially Implemented</b></p> | 58   | Partially implemented   | <ul style="list-style-type: none"> <li>• The Ministry piloted a process with the Human Resources Service Centre (HRSC), Public Service Commission, to implement an automated process to receive notification of an expected staff departure as HRSC receives notification to remove the staff from payroll.</li> <li>• The CJIMS Support Team Mailbox was added to the HRSC automatic notification process on August 23, 2019 which provides a means for CJIMS accounts to be removed faster than traditional processes do.</li> <li>• Ministry conducted its own internal review in Sept 2019 and found access to CJIMS was removed within 3 days of CJIMS Support being notified but we still need to improve on taking that initial first step on notifying PSC of termination.</li> <li>• Ministry also reviews 3 additional reports (weekly, monthly and quarterly) to ensure access is removed.</li> <li>• The Deputy Minister sent a message reminding senior managers and executive coordinators of the processes to follow when employees leave their positions, highlighting the need to ensure access to <b>all</b> IT applications is removed in a timely manner.</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry will continue conducting its own internal reviews</li> <li>• Ministry will continue to educate all staff about IT standards and expectations:               <ul style="list-style-type: none"> <li>○ The Ministry's IT Security Officer sends monthly security campaigns to all staff</li> </ul> </li> </ul> | Fiscal 2019-20              |

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Chapter 10, 2017-18 Annual Audit, 2018 Report Volume 2

| Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)  | Page | Current Status (implemented, partially implemented, not implemented) | Actions Taken to Implement since PA Report   | Planned Actions for Implementation   | Timeline for Implementation |
|--|------|--|--|--|-----------------------------|
| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice and Attorney General and the Ministry of Corrections and Policing follow their established procedures for removing unneeded user access to their computer systems and data. (2015 Report – Volume 2; Public Accounts Committee agreement January 11, 2017)</p> <p><b>Status – Partially Implemented</b></p> | 61   | Partially implemented  | <ul style="list-style-type: none"> <li>• The Ministry piloted a process with the Human Resources Service Centre (HRSC), Public Service Commission, to implement an automated process to receive notification of an expected staff departure as HRSC receives notification to remove the staff from payroll.</li> <li>• The CJIMS Support Team Mailbox was added to the HRSC automatic notification process on August 23, 2019 which provides a means for CJIMS accounts to be removed faster than traditional processes do.</li> <li>• Ministry conducted its own internal review in Sept 2019 and found access to CJIMS was removed within 3 days of CJIMS Support being notified but we still need to improve on taking that initial first step on notifying PSC of termination.</li> <li>• Ministry also reviews 3 additional reports (weekly, monthly and quarterly) to ensure access is removed.</li> <li>• The Deputy Minister sent a message reminding senior managers and executive coordinators of the processes to follow when employees leave their positions, highlighting the need to ensure access to <u>all</u> IT applications is removed in a timely manner.</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry will continue conducting its own internal reviews</li> <li>• Ministry will continue to educate all staff about IT standards and expectations:               <ul style="list-style-type: none"> <li>○ The Ministry's IT Security Officer sends monthly security campaigns to all staff</li> </ul> </li> </ul> | Fiscal 2019-20              |

**September 26, 2019**

**Chapter 40, Supporting Provincial Court of Saskatchewan to Manage Court Workloads, 2017 Report Volume 2**

| Recommendation and Status at Time of Audit<br>(Indicate whether New/Outstanding)   | Page | Current Status<br>(implemented, partially implemented, not implemented) | Actions Taken to Implement since PA Report   | Planned Actions for Implementation | Timeline for Implementation |
|--|------|---|--|------------------------------------|-----------------------------|
| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice define clear and appropriate performance measures and targets for supporting the management of Provincial Court of Saskatchewan workloads. (2014 Report – Volume 1; Public Accounts Committee agreement February 13, 2015)</p> <p><b>Status</b> – Partially Implemented</p> | 278  | Implemented   | <ul style="list-style-type: none"> <li>• Court Services has developed and rolled out a Strategic Plan for the Branch, along with an overall branch operational plan and a number of operational plans to address priorities.</li> <li>• On November 10, 2017, the ministry’s Executive Committee reviewed the key action to implement processes and practices thought to contribute to the reduction of time to trial and sentencing for accused individuals who are spending significant time on remand.</li> <li>• The CJIMS report to support the related targets was developed in June 2019 with the Strategic Systems and Innovation (SSI) Branch.</li> <li>• The ministry has developed the performance measure for reducing time to trial and case resolution and will discuss Court Services’ proposed targets in its Fall planning sessions.</li> </ul> | n/a                                | n/a                         |

|   |     |                       |  |   |               |
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| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice develop and implement a complete forecasting process that identifies administrative and financial resources (e.g., staff, facilities, and equipment) needed to support the management of court workloads. (2014 Report – Volume 1; Public Accounts Committee agreement February 13, 2015)</p> <p><b>Status</b> – Partially Implemented</p> | 279 | Partially implemented | <ul style="list-style-type: none"> <li>• The Branch has identified a forecasting model that it will use until such time as budget approval is received for supporting comprehensive IT system. This Expenditure Management Plan (EMP) will provide such information as: <ul style="list-style-type: none"> <li>○ the status of filling vacancies;</li> <li>○ when the ministry is severely short staffed and has overtime pressures;</li> <li>○ information on the current vacancies, and forecast the amount of overtime to cover the vacancies until they are filled; and,</li> <li>○ how many FTEs are needed to fulfill core responsibilities and their costs.</li> </ul> </li> <li>• This EMP will identify the cost drivers for providing administration to support the courts. In addition, in 2018-19 the Branch completed workforce planning for essential services. Much of this work will also be utilized with the workload analysis and successfully implementing the EMP.</li> <li>• As in the past, court services will also continue to utilize other data available like scheduled court room usage, # of clerks, # of admin, # of judges, etc.</li> <li>• The workload and resource analysis is a key area in Court Services' Strategic Plan, Court Services' Human Resource Comprehensive Plan and its 2019-20 Operational Plan. The ministry recognizes the need to make informed business-related decisions around resource allocation as part of its budgeting and forecasting. After researching other jurisdictions for how they approached these decisions, the ministry has identified the approaches, metrics, benchmarks, methodology and components of the resource allocation system it requires. The ministry will continue to seek funding to develop and implement this IT tool in the future.</li> </ul> | <ul style="list-style-type: none"> <li>• As part of its work plan to implement this model and to support a comprehensive workload analysis, as identified in its Operational Plan, the workload analysis is being designed to: <ul style="list-style-type: none"> <li>○ Assess the current state by reviewing court workloads, overtime, resource allocation, etc.</li> <li>○ Work collaboratively with Court Services' Managers and Directors.</li> <li>○ Review and analyze information gathered.</li> <li>○ A complete implementation plan and communication strategy is being developed.</li> </ul> </li> </ul> | December 2019 |
| <p><b>Outstanding:</b></p>  | 280 | Implemented           | <ul style="list-style-type: none"> <li>• Court Services has filled an Assistant Director of Personnel, Training and Support position who started</li> </ul>  | n/a   | n/a           |

|  |     |             |   |     |     |
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| <p>We recommended that the Ministry of Justice implement a complete human resources plan that includes standardized training processes for staff who support the management of Provincial Court of Saskatchewan workloads. (2014 Report – Volume 1; Public Accounts Committee agreement February 13, 2015)</p> |     |             | <p>October 1, 2018, dedicated to implementing the comprehensive human resource plan. The ministry also staffed a Manager of Court Policy and Operations position in May, 2019.</p> <ul style="list-style-type: none"> <li>• The ministry completed and distributed an updated version of the Judicial Officer Training and Procedures Manual in December 2017. It has also developed a Small Claims Policies and Procedures Manual to support court offices in the implementation of the new Small Claims legislation and Provincial Court fees introduced in July 2018.</li> <li>• To ensure the manual remains current, several updates to the JO Training Manual have been completed following implementation of new/revised written protocols, e.g., Administering Oaths, Non-Criminally Responsible, Sentencing Practices. In addition, an inventory of updates is kept for when regular updates are completed, e.g.: Court Appointed Counsel, Witness Screens, Endorsement Sheets, etc.</li> <li>• We have established a process to develop protocols/procedures and provide via email to managers for implementation in offices, following consultation with the Court. These changes are reviewed at Court Managers calls and User Bulletins are sent out. After staff have had input into new or changed protocols, we will continue to incorporate them into the JO Training Manual. In some cases, e.g., sentencing practices, a number of areas are impacted so a working group is formed to integrate the information in the appropriate places throughout the manual. Our plan includes updating the JO Training Manual regularly, i.e., about every six months.</li> </ul> |     |     |
| <p><b>Status</b> –Partially Implemented</p>  |     |             |   |     |     |
| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice improve its collection,</p>   | 281 | Implemented | <ul style="list-style-type: none"> <li>• With the upgrade to CJIMS in August 2018, Court Services allocated resources to work with the SSI Branch to develop reports to meet its operational</li> </ul>   | n/a | n/a |

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|---|------|---|---|------------------------------------|-----------------------------|
| <p>analysis, monitoring, and public reporting of information related to supporting the management of Provincial Court of Saskatchewan workloads. (2014 Report – Volume 1; Public Accounts Committee agreement February 13, 2015)</p> <p><b>Status</b> – Partially Implemented</p> |      |   | <p>reporting related to court workloads to support the ministry's Strategic Plan.</p> <ul style="list-style-type: none"><li>As of June 2019, the critical reports to support the ministry's Strategic Plan, had been developed, tested and implemented. The ministry is committed to continuing to study data on a provincial, geographical, etc. basis to better understand what factors have the most influence on its measures and to continue to discuss ways address court workload.</li></ul> |                                    |                             |

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Chapter 40, Supporting Provincial Court of Saskatchewan to Manage Court Workloads, 2017 Report Volume 2

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|---|------|---|---|------------------------------------|-----------------------------|
| <p><b>Outstanding:</b><br/>We recommended that the Ministry of Justice make public its key action plans to address operating pressures related to supporting the management of Provincial Court of Saskatchewan workloads. (2014 Report – Volume 1; Public Accounts Committee agreement February 13, 2015)</p> <p><b>Status</b> – Partially Implemented</p> | 282  | Implemented   | <ul style="list-style-type: none"><li>• In the 2017-18 ministry Plan the mission statement was expanded to specifically include effective administration to support Saskatchewan courts to increase the public's awareness of its responsibility in this area.</li><li>• The ministry created data metrics and is publishing its new performance measure for reducing time to trial and case resolution in its 2018-19 Annual Report.</li></ul> | n/a                                | n/a                         |



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**Chapter 9, Victims' Fund, 2018 Report Volume 2**

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|---|-------------|---|--|---|------------------------------------|
| <b>New:</b><br>1. We recommend that the Ministry of Justice and Attorney General – Victims' Fund submit claims for its federal cost-sharing agreements within the deadline dates set out in agreements. | 58          | Implemented   | <ul style="list-style-type: none"><li>• September 4, 2018 – Final claim was submitted for the period of April 1, 2016 to March 31, 2017</li><li>• September 27, 2018 – Final Claim was submitted for the period of April 1, 2017 to March 31, 2018</li><li>• By October 31, 2018 – Request for Interim Payment reports were submitted for the period of April 1 to September 30, 2018, as per the project funding agreement</li><li>• By June 30, 2019 – Final Claim and Year-End Activity Report were submitted for the period of April 1, 2018 to March 31, 2019, as per the project funding agreement</li></ul> | n/a                                       | n/a                                |

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**Chapter 36, Enforcing Maintenance Payments, 2018 Report Volume 2**

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|--|-------------|---|--|---|------------------------------------|
| <b>Outstanding:</b><br>We recommended that the Ministry of Justice and Attorney General periodically review reports that show who owes outstanding maintenance support payments, how much is owed, and how long amounts have been outstanding. (2012 Report – Volume 1; Public Accounts Committee agreement December 9, 2013)<br><br><b>Status – Partially Implemented</b> | 250         | Implemented   | <ul style="list-style-type: none"><li>• A Default List report has been developed and has been gradually rolled out since November 2018. The report is being distributed every two months – February, April, June and August 2019 thus far.</li></ul> | n/a                                       | n/a                                |
| <b>Outstanding:</b><br>We recommended that the Ministry of Justice and Attorney General keep accurate and up-to-date information for its maintenance enforcement clients. (2012 Report – Volume 1; Public Accounts Committee agreement December 9, 2013)<br><br><b>Status – Partially Implemented</b>  | 250         | Implemented   | <ul style="list-style-type: none"><li>• A Default List report has been developed and has been gradually rolled out since November 2018. The report is being distributed every two months – February, April, June and August 2019 thus far.</li></ul> | n/a                                       | n/a                                |