

April 10, 2019

Chapter 15, Central Services – Planning Accommodations, 2017 Report Volume 1

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
We recommended that the Ministry of Central Services (formerly Ministry of Government Services) verify staffing information provided by its clients for the Ministry's buildings (2011 report – Volume 1; Public Accounts Committee agreement August 28, 2012)	210	Implemented	Central Services' (CS) Planning Managers routinely review and discuss the government space standard as part of all individual client space requests throughout the year, and in regular one-on-one discussions with Client Tenant Representatives which occur on an ongoing basis as part of CS' client service relationship.	Continuation of regular discussions with client tenant representatives. As part of an ongoing service relationship, Planning Managers interact with their clients on a regular basis to ensure early identification of changing needs and program requirements.	Implemented
			Central Services committed to convening at least one annual workshop/meeting of all client ministry tenant representatives and to use the opportunity to confirm the space standard and provide any updates to procedural requirements to ensure compliance in meeting the standard. Client tenant representative workshops were convened in June 2017, February and October 2018.	Continuation of semi-annual workshops with all client ministry tenant representatives to review and examine policy and procedural updates, requirements and new initiatives.	Implemented

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			<p>Effective April 1, 2017, the Ministry made modifications to its standard Accommodation Space and Services Agreement (ASSA) requiring each client to certify that they are aware of the space standard and are in compliance with it. This document is required to formally initiate securing of new space or major renovations to existing space. Ministries proposing to exceed the space standard must certify that they have Treasury Board approval to do so. In all cases, ministry representatives with appropriate levels of signing authority must formally sign the ASSA document and are accountable for its accuracy.</p>	<p>The ASSA authorization has been very effective in ensuring that client ministries are fully aware of the requirements and are directly accountable for compliance. CS and TB Branch of Finance also have an effective working relationship in place to verify space and financial commitments of client ministries when client ministries are seeking new space.</p>	<p>Implemented</p>

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			<p>Lastly, the ADM of Property Management Division has regular meetings with ADM level counterparts from other ministries and entities to review program changes that may impact space requirements and to help with management of complex properties. Discussion about space standards, approval processes and requirements are included in these interactions. The ADM is also routinely engaged in more complex space initiatives with client ministries and with Treasury Board to ensure requirements are known and adhered to.</p>	<p>Beginning in 2019-20, the ADM of Property Management will meet with executive representatives from each client ministry on a bi-annual basis to review CS program delivery services, and to reaffirm policy and process requirements for space and property management in general.</p>	<p>Implemented</p>
<p>We recommended that the Ministry of Central Services (formerly Ministry of Government Services) monitor and report on implementation of an overall accommodation plan. (2011 Report – Volume 1; Public Accounts Committee agreement</p>	<p>211</p>	<p>Implemented</p>	<p>The Accommodation Manual was updated in July 2016 and reviewed for currency and continued accuracy of the information in May 2018. It includes information (page 21) about the government space</p>	<p>The Accommodation Manual is due for review and possible update in June 2019 to reflect current information.</p>	<p>Implemented</p>

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<p>August 28, 2012)</p>			<p>standard and required approvals). The Accommodation Manual is used as a resource and foundation for discussions between the Planning Managers and Client Tenant Representatives at all regular meetings. It has been posted to a shared drive and is accessible to all Central Services Property Management staff to read and/or download for reference purposes.</p> <p>The Ministry compiled and regularly updates a two-year leasing strategy to guide discussions with client tenant ministries. This Plan allows space planners to identify upcoming lease expiries and to confirm with client tenants their needs for adjustments to that space leading up to expiry and potential renewal of a lease agreement.</p>		

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			<p>Issues of concern and items where a client ministry seems to be out of step with procedural or policy requirements of a particular item are brought to the attention of client ministry tenant representatives. Where resolution is not achieved or concerns remain, issues are escalated to Central Services' ED and ADM as appropriate.</p>		

Wednesday, April 10th, 2019, 9:00am

Chapter 28, Web Application Security Requirements, 2018 Report - Volume 2

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<p>We recommended the Ministry of Central Services develop and maintain comprehensive procedures and guidelines to support the development and operation of secure web applications. (2016 Report – Volume 1; Public Accounts Committee agreement January 11, 2017)</p>	<p>213</p>	<p>Partially Implemented</p>	<p>Security Coding Guidelines created and shared with all development resources. These guidelines are regularly reviewed and reiterated with existing resources as well as included in onboarding materials for new application development resources.</p> <p>As well, we have implemented Quality Assurance code reviews and have built this as a mandatory practice within the development team. All new projects or major enhancements include a formal Quality Assurance review prior to being deployed in production.</p>	<p>We will continue our diligence in enforcing these practices through written and verbal communications on the importance of following the Security Coding Guidelines within all members of the Application Management Service teams.</p> <p>Presentations will be given to project management teams on the requirements for all net new application developments and/or major enhancements to follow these new guidelines and processes in all projects.</p> <p>Education and reinforcement through implementation of workflow that is to be built in Application and Project change management processes using the new IT service support tool, Service Now.</p> <p>Web application development team to enhance their service through documentation and implementing best practices for web development.</p> <p>Investigating the potential for tracking this work formally through automated work flow built into source code control tool.</p>	<p>Automated workflow processes implemented by August 2019.</p>

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3.3 We recommend that the ministry of Central Services work with Ministries to address identified higher- risk web application vulnerabilities	213	Partially implemented	<p>In conjunction with the Security Team we defined criteria to rank and identify higher risk business critical applications, including those that are external or public facing.</p> <p>This application risk information is used as the basis for the annual risk letters issued to each ministry. Once issued, we work with each ministry to address the applications in the letters to mitigate the risks or decommission the application.</p> <p>The issuance of the risk letters has heightened the awareness within ministries and has proved to be successful. Over the past two years, 216 applications and 278 servers have been decommissioned that</p>	<p>The Web services team continues to advance the completeness of the application information with a focus on security vulnerabilities.</p> <p>Web application vulnerability remediation work is underway to place all web facing applications behind a Web Application Firewall. This work is currently underway and is anticipated to be completed throughout the coming 19-20 fiscal year.</p> <p>We are improving the executive awareness of the ministry specific risks. As of April 15, 2019 all risk letters will be sent from the Central Services Deputy Minister to each impacted permeant head. It is anticipated that this elevated notification will raise visibility and increase traction on this important subject. The most critical business applications at risk will be highlighted for the client ministries.</p>	<p>Elevated risk letters to be issued by CS DM on April 15th, 2019.</p> <p>All Web Applications moved behind firewall to be completed by March 31, 2020.</p>

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			<p>are no longer required or in use, and the number of unsupported applications has decreased by 35%.</p> <p>In addition, the ITD has implemented a more robust server patching process to address potential vulnerabilities. This new process has reduced patch time for high severity vulnerabilities from 90 days to 30 days for Windows operating systems and for Unix operating systems, patching has been reduced to quarterly from an annual patch schedule. This process change reduces the number of GoS IT assets with known vulnerabilities.</p>		