



The Auditor General of Québec presents a picture of information technology governance and management within the Government of Québec – Press Release no. 9

Québec, March 22, 2017 – Today, Ms. Guylaine Leclerc makes public the Winter 2017 Volume of the *Report of the Auditor General of Québec to the National Assembly for 2016-2017*. In **Chapter 9**, she presents the results of a self-assessment performed by respondents from 43 government entities.

Three areas of vulnerability emerge from the study: information technology (IT) governance, its strategic alignment and the monitoring of its performance. Note that this is an overall picture and that one vulnerability does not affect all the entities. Furthermore, a vulnerable process does not have the same causes or the same impact for each concerned entity.

IT governance. Senior management and IT chief executive officers consider that they do not have the assurance that the governance system works effectively; that each investment generates optimal value; that critical risks related to IT are managed effectively and that their impact is known; that needs for resources are met effectively and that these resources are used optimally.

IT strategic alignment. The understanding of IT business processes, information, applications and infrastructure appears to be insufficient to effectively support the organization and enable the efficient reuse of IT. Otherwise, the choice of investments appears to be appropriate, but IT chief executive officers do not have the assurance that proper monitoring is carried out, which would make it possible to obtain the expected benefits.

Monitoring of IT performance. The IT approach does not appear to be effective or operational. Moreover, the processes do not appear to be measured in terms of objectives or indicators, and when these elements are present, they do not appear to be approved by stakeholders or integrated into the organization's monitoring systems. For instance, reports on performance and compliance do not always appear to be useful or produced in a timely manner. Furthermore, the internal control system does not appear to be independently validated to ensure it is operational and efficient.

Issues were raised regarding the processes considered the most vulnerable. The senior management or board of directors of the surveyed entities are invited to consider the reasons for the vulnerability of certain processes. Although the Secrétariat du Conseil du trésor has communicated IT orientations and directives to the government entities, additional efforts appear to be necessary to better guide them.

The Highlights are available at www.vgq.qc.ca. The full report and a video summarizing the audit are available only in French.

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