



## MEMORANDUM

TO: Audit Committee

FROM: Bill Hughes, Commissioner of Finance and Regional Treasurer

DATE: October 3, 2013

RE: **Implementation of Audit Recommendation  
Network Access Control (NAC) Solution - Wireless Security Audit Report**

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As of September 30, 2013, a NAC solution has been implemented according to the requirements of the audit. This memo describes the implementation process and associated delays.

### **Background**

In March 2010, the Audit Services Branch retained a consultant to perform a Wireless Security Assessment. As part of this audit, a NAC solution was recommended to enable the Region to define and enforce Regional network access standards for mobile devices. At that time, the anticipated implementation timing was Q4 of 2011.

### **Delayed Start to Procurement Process**

Network Access Control solutions were just being introduced to the technology industry in 2010. In order to develop a set of Region-specific requirements, staff invited vendors to present a proof of concept. This created a delay at the beginning of the procurement process.

An additional delay resulted from negotiations related to existing contracts. A NAC solution requires the Region to manage access controls, and Bell Canada's contract with the Region for a broad range of network management services included these controls. Negotiations with Bell were required in order to remove their management of these controls from the contract.

After the requirements were determined and the negotiations with Bell were completed, the procurement process began in November 2011.

### **Delayed Project Timeline**

The contract was awarded to CompuCom Canada in early 2012, and the project officially launched in May 2012. A month later, CompuCom requested an amendment to the Region's terms and conditions of the agreement related to warranty, liability and taxes. A work stoppage was issued pending resolution of the issue by CompuCom's and Region's legal teams, which was ultimately achieved in November 2012.

The project is now complete and the NAC solution has been implemented.

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