Summary Report:
Results of Completed Projects

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of British Columbia

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- Reports to the Legislative Assembly, not to the government of the day

- Conducts both financial audits and performance (or "value for money") audits

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Report Contains Six Projects

1. Organizational Costing of Fee-Based Goods and Services

2. Family Maintenance Enforcement Program

3. Management of Student Loans

4. Managing for Results: Post-Secondary Accountability Framework Audit

5. Accountability for Special Education Services

6. Wireless Networking Security: Phase 3

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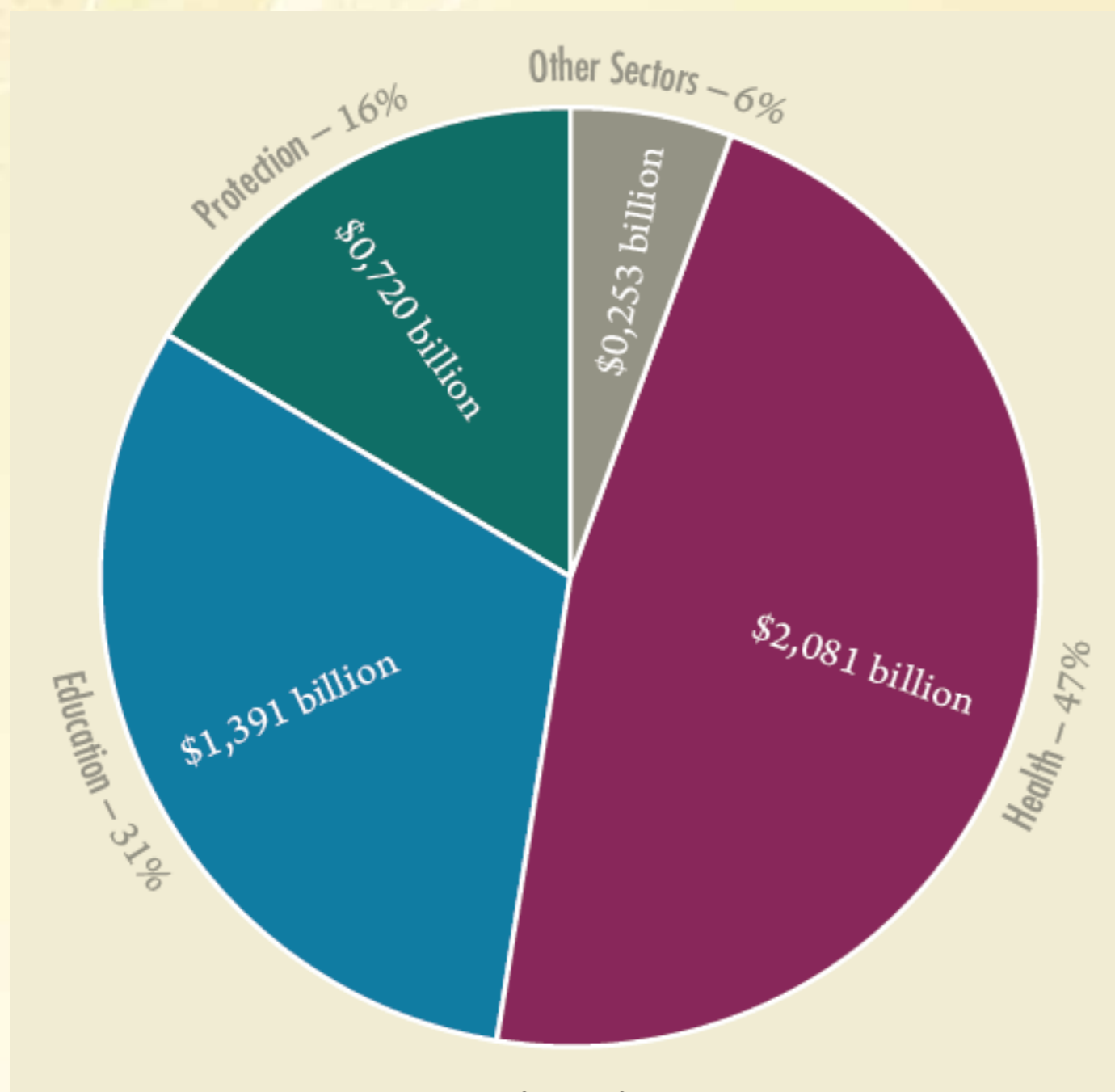Auditor General
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Organizational Costing of Fee-Based Goods and Services

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Fee-Based Goods & Services

Revenue earned from fees and licenses,
by sector, for 2010/11

Background

- Revenue from fees and licences over $4 billion year since 2008

- More than 2,300 active fees currently charged

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Fee-Based Goods & Services

Current guidance can be improved:
- More detailed instructions on how to determine fees
- Assign responsibility for reviewing the fees

Absence of ongoing monitoring:
- Fees can become outdated over time as costs change
- Ongoing monitoring is necessary to ensure that fees continue to meet government's original objectives

Process is not transparent. The public is not advised of:
- how the fee-setting process works
- the actual cost of delivering the good or service

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Family Maintenance Enforcement Program

FMEP

Background

- Created in 1989, the Family Maintenance Enforcement Program (FMEP) exists to ensure the payment of court ordered child and/or spousal support

- The FMEP operates under a contract managed by the Ministry of Attorney General

- Our examination of the effectiveness of the design and delivery of the FMEP looked at performance management, program administration, and the accountability framework

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FMEP

Conclusion

Performance Management
- The accountability framework established for the FMEP contract is not effective

Program Administration
- FMEP ensures prompt enrolments, accurate records, prompt payments and appropriate enforcement actions

Contract Management
- Informal contract management exposes the ministry, program and contractor to increased levels of risk

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Management of Student Loans

Management of Student Loans

Background

- Multiple service providers and stakeholders
- Purpose and scope was based on eligibility

Overall Observations

- Integration of the student loan program with federal government
- Changed approach to administering portfolio
- Will continue to monitor portfolio

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Managing for Results: Post-Secondary Accountability Framework Audit

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Post-Secondary Accountability

The Post-Secondary Accountability Framework
- Capacity, Access, Quality, Relevance, Efficiency

Audit purpose
- Evaluate the effectiveness of the Accountability Framework in terms of managing for results

Conclusion
- The Ministry is not using the Accountability Framework effectively to influence performance and achieve results.

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Accountability for
Special Education Services

Special Education Services

Background

- 10% of students have special needs

- Responsibility for special education services is shared between the Ministry and boards of education

- Examined three SDs to see how well they were:
  - planning for and resourcing services for students with special needs
  - monitoring and reporting on the delivery, quality and outcomes of services provided

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Special Education Services

Observations / Findings

- Staff highly committed to providing quality services to students with special needs

- Wide variety of practices across the three districts

- Limited information impacts the ability of school districts to:
  - analyze gaps between existing student needs and the services available
  - effectively monitor service delivery, quality and outcomes
  - provide comprehensive information to boards of education to support their decision-making role

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Wireless Networking Security: Phase 3

Wireless: Phase 3

Background

- Use of wireless technologies continues to increase

- Inadequate wireless network security can lead to:

  - sensitive data being captured

  - unauthorized access into corporate networks

- Phase 3: audited UBC and Camosun College

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Conclusion

- Both have properly secured their wireless access devices

- Both need to improve on their policies and standards in wireless networking

- Both need to improve their management and monitoring of wireless operating activities

- Camosun College needs to strengthen password security management and key IT personnel

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