Chapter 46
Heartland Regional Health Authority—Disposing IT and Communication Equipment

1.0 MAIN POINTS

In our *2009 Report – Volume 3*, Chapter 10D, we reported the results of our audit of Heartland Regional Health Authority's (Heartland) processes to secure electronic information during the disposal of information technology (IT) and communication equipment. By July 31, 2015, Heartland has implemented the remaining two recommendations that we had made. It has established procedures for removing confidential information from its ready-for-disposal equipment, and regular testing of such equipment to verify that procedures to remove sensitive information are effective.

2.0 INTRODUCTION

In our *2009 Report – Volume 3*, Chapter 10D, we concluded that Heartland had effective processes to secure electronic information during the disposal of IT and communication equipment except that it needed to document its procedures, follow its approved policy, and verify that procedures for disposal were effective. We made three recommendations.

Our first follow-up, reported in our *2012 Report – Volume 2*, Chapter 46, found that by August 31, 2012, Heartland had implemented one recommendation. This chapter reports the results of our second follow-up on the remaining two recommendations.

To conduct this review engagement, we followed the standards for assurance engagements published in the *CPA Canada Handbook – Assurance*. To evaluate Heartland's progress towards meeting our recommendations, we used the relevant criteria from the original audit. Heartland's management agreed with the criteria in the original audit.

We reviewed Heartland's equipment disposal policy and procedures, asset management log, and other relevant documents.

3.0 STATUS OF RECOMMENDATIONS

This section sets out each recommendation including the date on which the Standing Committee on Public Accounts agreed to the recommendation, the status of the recommendation at July 31, 2015, and Heartland's actions up to that date. We found that Heartland has implemented the remaining two recommendations.

3.1   Disposal Procedures Documented

We recommended that Heartland Regional Health Authority document its procedures to remove confidential information during disposal of information technology and communications equipment. (2009 Report – Volume 3; Public Accounts Committee agreement June 18, 2010)

Status – Implemented

Heartland has developed standard procedures for removing confidential information; these procedures supplement its equipment disposal policy. The procedures provide detailed guidance to IT staff on acceptable and approved disposal methods for removing confidential information from different types of equipment.

3.2   Procedures to Verify Removal of Sensitive Information in Place

We recommended that Heartland Regional Health Authority regularly verify that its procedures to remove sensitive information from information technology and communications equipment are effective. (2009 Report – Volume 3; Public Accounts Committee agreement June 18, 2010)

Status – Implemented

Heartland has established a process to periodically test its ready-for-disposal equipment to verify that its procedures to remove sensitive information are effective.

Heartland documents tests performed in an asset management log. Documentation includes information on items tested, method used, the date of testing, who performed the testing, and the results of the tests.