

REPORT

OF THE AUDITOR GENERAL OF QUÉBEC
TO THE NATIONAL ASSEMBLY

FOR 2020
2021

June 2020

HIGHLIGHTS



This publication
was produced by



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Courtesy Translation

The original version, published in French, takes precedence.

CHAPTER 1

OBSERVATIONS OF THE AUDITOR GENERAL

Please note that the text of Chapter 1 is not translated into English.

CHAPTER **2**

Identity and Access Management

Performance Audit

Régie de l'assurance maladie du Québec

Retraite Québec

Secrétariat du Conseil du trésor

FINDINGS

1

Control of the activities of the Régie de l'assurance maladie du Québec (RAMQ) and Retraite Québec personnel with privileged computer accesses is insufficient given the importance of these accesses and the possible consequences of their misuse.

2

Key controls related to the management of access granted by the RAMQ and Retraite Québec are not applied in a sufficiently effective manner, namely the deactivation and review of access.

3

Essential preliminary steps for effective management of access granted by the RAMQ and Retraite Québec are inadequately carried out. This is particularly the case for the classification of information, as well as the description of tasks and accesses.

4

The information available to those responsible for governance and senior management of the RAMQ and Retraite Québec does not allow them to promptly identify incidents related to identity and access management nor to ensure that necessary corrective action is being taken diligently.

5

The Secrétariat du Conseil du trésor's oversight of identity and access management does not allow it to ensure that its directions and directives are being adequately applied by the entities.

CHAPTER 3

Safeguarding and Enhancing Heritage Buildings

Performance Audit and Observations
of the Sustainable Development Commissioner

Ministère de la Culture et des Communications

FINDINGS

1

There is no intervention strategy for heritage buildings, even though such a strategy would help the Ministère de la Culture et des Communications (MCC), in particular, to promote collective engagement and resolve safeguarding issues that have existed for decades.

2

The MCC provides little guidance for the actions of municipalities, despite the fact that they are key players in safeguarding and enhancing the value of heritage buildings.

3

The MCC does not have the information that would allow it to effectively manage Québec's heritage buildings.

4

The classification of heritage buildings is not handled fairly and diligently by the MCC.

5

The MCC does not provide owners of heritage buildings with the appropriate tools and support to enable them to properly direct their interventions and ensure the conservation of these buildings.

6

The government is not leading by example in safeguarding and enhancing the value of heritage buildings.

CHAPTER 4

**Contract Management,
Ministère des Transports**

Detailed Follow-Up of a Special Audit

FINDINGS

1

The Ministère des Transports has improved its governance of contract management.

2

The Ministère des Transports is struggling to meet the goals of its plan to strengthen expertise, especially for engineers and public works technicians.

3

The Ministère des Transports has not succeeded in sufficiently improving the accuracy of its estimates. This is an essential tool for assessing the prices submitted by firms.

CHAPTER 5

Implementation of the Recommendations of the Auditor General of Québec

Follow-Ups of Performance Audits

IN BRIEF

With this report, the Auditor General is reporting to the National Assembly on the results of:

the analysis, in 2019-2020, of the action plans that departments and organizations produced as a result of performance audit reports issued by the Auditor General;

the implementation of recommendations made in its previously issued performance audit reports for which it conducted a follow-up in 2019-2020;

the implementation of recommendations made by the Committee on Public Administration (CPA) and related to one of the Auditor General's performance audit reports for which a follow-up was carried out in 2019-2020.

FINDINGS

Of the 17 action plans analyzed, 14 (82%) meet the criteria used by the Auditor General.

The implementation rate for recommendations made by the Auditor General is **78%**.

Year 1	Year 2	Year 3
Satisfactory implementation ¹ : 69	Satisfactory implementation ¹ : 47	Satisfactory implementation ¹ : 100
73	60	144
recommendations taken into account	recommendations taken into account	recommendations taken into account
95%	78%	69%
implementation rate	implementation rate	implementation rate

1. Implementation is considered satisfactory for those recommendations that have been implemented or for which satisfactory progress has been made.

The implementation rate for recommendations made by the CPA is 91% (21 recommendations out of 23).