

## **Workplace Technology Solutions - Governance & Performance Framework Review**

- The purpose of the advisory engagement, at the request of ministry management, was to evaluate the reasonableness of the business/costing model.
- Internal Audit & Advisory Services (IAAS) engaged the services of PriceWaterhouseCoopers (PWC) to perform the advisory services.
- Workplace Technology Services (WTS) offers information technology infrastructure support services to the provincial government and the broader public sector in British Columbia including network, hosting, application, and workstation services.
- As part of the 2007/08 Treasury Board approved Office of the Comptroller General-IAAS (OCG-IAAS) Business Transition Plan, OCG-IAAS completed the WTS – Governance & Performance Framework Review.
- The report concluded the following regarding the Business/Pricing Model:
  - That WTS had a knowledgeable and experienced team of professionals develop a structured and mature business/costing model. Further, PWC found that WTS had processes in place to obtain consensus on the model from all the client ministries.
  - That WTS considers improvements around the processes used to validate the costs/assumptions of the model. Further, PWC indicates it takes around two budget cycles for a new chargeback system to stabilize and produce consistent results. The WTS model is currently in its second year.
- The report provided PWC comments on the Business/Price model and comparative measures and has made recommendations for improving processes and assessing impacts on the business/costing model.
- The ministry management have indicated they are in general agreement with the report contents and have assessed the feasibility of each of the recommendations and have noted that further action is planned (over the period 2008-2011).