City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL   DATE: DECEMBER 4, 2018

FROM: OFFICE OF ORGANIZATIONAL PERFORMANCE   WARDS: ALL
                 AND AUDIT

SUBJECT: INNOVATION AND TECHNOLOGY DEPARTMENT MOBILE DEVICE
                 MANAGEMENT AUDIT REPORT

ISSUE:

Review and approve the performance audit report on the Innovation and Technology Department's Mobile Device Management.

RECOMMENDATIONS:

That the City Council review and approve the performance audit report on the Innovation and Technology Department's Mobile Device Management.

COMMITTEE RECOMMENDATION:

The Governmental Affairs Committee met on November 7, 2018 with Chair Andy Melendez and Vice Chair Mike Gardner present to receive, review, and provide input on the performance audit report on the Innovation and Technology Department's Mobile Device Management. Following discussion, the committee unanimously voted to recommend that the City Council receive, review, and provide input on the performance audit report on the Innovation and Technology Department's Mobile Device Management.

BACKGROUND:

In accordance with the Office of Organizational Performance and Audit two fiscal year 2017 – 2019 internal performance audit work plan, we conducted a performance audit of the Innovation and Technology Department (IT) Mobile Device Management. The objectives of the audit were to evaluate mobile device management practices and internal controls to determine consistency with City policies and procedures.

DISCUSSION:

IT provides a "one-stop shop" service for all City employee-assigned mobile devices, such as smartphones, iPads, PDA tablets, etc., from procurement through disposition/disposal. Full

control of the City's mobile devices, including provider service, updates, wipes of data, etc. begins with a comprehensive system to develop a baseline inventory for all devices. Using a device management system is a way to complete the management of the full lifecycle of mobile devices.

Using IT's online Order Request Form in SharePoint, an order for a mobile device is initiated by an employee. Once approved, IT places the order with the vendor; a tracking number is assigned to the order. Upon delivery to IT, IT staff configures/installs software on the device and contacts the employee/receiving department. The IT department uses a mobile device management (MDM) system from MobileIron, with user licenses to monitor, manage and secure mobile devices, data, and applications from registration to retirement.

In January 2016, Internal Audit completed a review of IT's Inventory Asset Management, which included mobile devices. Four (4) recommendations for improvement included tracking and oversight of <u>all</u> IT assets. Based on our current audit, opportunities exist for continued improvement in the management of City-owned mobile devices as noted:

FINDING	RECOMMENDATION
1. Inventory records in both the MDM and Computer Mobile Inventory listing are not updated timely and inaccurate.	Periodically reconcile, at least annually, MDM and the Computer Mobile Inventory listing.
2. According to the MDM system report, several employees were assigned to multiple smartphones.	Review the MDM inventory list and validate with the assigned department if the User License/device is active or inactive; ensure devices are returned to IT.
3. Service for mobile devices no longer in use was not deactivated timely, resulting in service provider charges.	Ensure mobile device services are deactivated timely if an employee with an assigned mobile device is no longer employed and/or no longer using the device (device was replaced with a new one).

IT's implementation of the recommendations in this report will improve the overall administration and tracking of mobile devices.

A draft of this report was provided to IT management for clarification, comment and feedback prior to finalization; IT's response to our recommendations is included in the attached Action Plan.

We will follow up with IT in six months for an update to the Action Plan.

<u>FISCAL IMPACT</u>:

There is no fiscal impact associated with this internal audit report.

Prepared by: Cheryl Johannes, Office of Organizational Performance and
                           Audit Manager
Approved by: Al Zelinka, FAICP, City Manager
Certified as to

availability of funds: Edward Enriquez, Interim Chief Financial Officer/Treasurer
Approved as to form: Gary G. Geuss, City Attorney

Concurs with:

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Andy Melendrez, Chair
Governmental Affairs Committee

Attachments:
    1. IT Mobile Device Management Performance Audit Report
    2. IT Department Mobile Device Management Audit Action Plan
    3. Presentation