



## **INNOVATION & TECHNOLOGY DEPARTMENT MOBILE DEVICE MANAGEMENT AUDIT REPORT**

**Office of Organizational  
Performance and Audit**

City Council  
December 4, 2018

RiversideCA.gov

### **BACKGROUND**

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



2

RiversideCA.gov

## DISCUSSION

1. 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.
2. 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.
3. Using a device management system is a way to complete the management of the full lifecycle of mobile devices.



3

RiversideCA.gov

## DISCUSSION

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



4

RiversideCA.gov

# DISCUSSION

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 overcharges.	Ensure mobile device services are deactivated timely if an employee with an assigned mobile device is no longer employed.



# RECOMMENDATION

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

