



*City of Arts & Innovation*

# Governmental Affairs Committee Memorandum

**TO: GOVERNMENTAL AFFAIRS COMMITTEE** **DATE: NOVEMBER 7, 2018**

**FROM: OFFICE OF ORGANIZATIONAL PERFORMANCE AND AUDIT** **WARDS: ALL**

**SUBJECT: INNOVATION AND TECHNOLOGY DEPARTMENT MOBILE DEVICE  
MANAGEMENT AUDIT REPORT**

## **ISSUES:**

Receive, provide input on, and recommend to the City Council approval of the performance audit report on the Innovation and Technology Department's Mobile Device Management.

## **RECOMMENDATIONS:**

That the Governmental Affairs Committee:

1. Receive the Innovation and Technology Department Mobile Device Management performance audit report;
2. Provide input; and
3. Recommend to the City Council for approval.

## **BACKGROUND:**

In accordance with the Office of Organizational Performance and Audit two fiscal year 2017 – 2019 internal performance audit work plan, a performance audit of the Innovation and technology Department (IT) Mobile Device Management was conducted. 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 an excellent 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 and a tracking number is assigned to the order. Upon delivery, IT staff will configure/install software on the device and will contact 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. There were four (4) recommendations for improvement including tracking and oversight of all IT assets. Based on our current audit, opportunities exist for continued improvement in the management of City-owned mobile devices as noted in the table below:

FINDING	RECOMMENDATION
1. Inventory records in both the MDM and Computer Mobile Inventory listing are not updated timely and inaccurately.	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 (6) months for an update to the Action Plan.

### **FISCAL IMPACT:**

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, Acting Chief Financial Officer/Treasurer

Approved as to form: Gary G. Geuss, City Attorney

Attachments:

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