

October 4, 2016

Mobile Device Usage and Compliance Audit

Background

The Telecommunications branch of the Information Technology Department is responsible for telecommunication services and the provision of smartphones and standard cellphones. To achieve efficiency gains and reduce administrative efforts, the City now has one provider and deployed an expense management tool called CIMPL to manage usage.

The features that make mobile devices useful; such as portability, access connectivity, data storage and processing power, also make them a security concern when these devices contain City data. An audit on mobile device security and usage was completed in 2015. Management is actively working on:

- F.1 Updating and finalizing mobile device policies and procedures
- F.2 Strengthening monitoring controls for extra charges
- F.3 Ensuring latest security software updates are installed
- F.4 Ensuring proper Bluetooth settings

The focus of this audit was on mobile device usage and policy compliance.

Scope

Our audit objectives were to provide assurance to management that:

- Mobile devices are used efficiently;
- Policies and procedures are sufficient and applied consistently; and
- Processes are effective and efficient over management monitoring of device usage.

Cell phones, smartphones and Microsoft Windows based tablets and laptops were examined. Other mobile devices such as USB drives were excluded from this audit.

Data analysis was deployed to review mobile device use from May 2015 to June of 2016. Large and unusual transactions were followed up and examined.

Conclusion

Monthly charges are managed under a pooled basis and additional charges such as roaming were supported by valid business needs. Improvements in the equipment inventory and invoice review process are needed.

Management is actively improving the feedback mechanism to ensure invoice reviews are effective and on a timely basis.

Some of the more significant findings and recommendations include:

- **Establish accurate inventory for tablets and laptops**
The current inventory for laptops and tablets is not accurate and needs to be updated. There are laptops and tablets showing as active inventory that are not being used. Management agreed to clean up the inventory.
- **Optimize device usage review**
Monthly threshold reports are sent to department liaisons. However, invoices and the threshold reports are not regularly reviewed. Management has committed to streamline the process.

Findings and recommendations have been discussed with appropriate management and work is underway to address them.