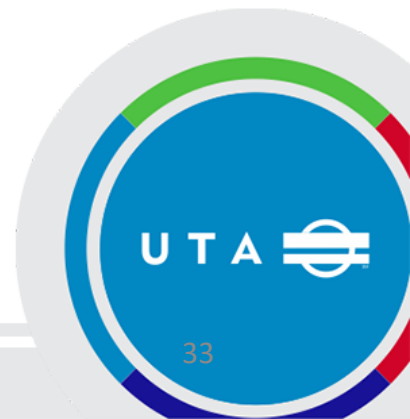


Cell Phone Preliminary Performance Audit

Engagement #22-07



Cell Phone Performance Audit - Scope

Period of review was primarily January 1, 2020 – January 31, 2022.
Periods before and after were reviewed, as necessary.



Audit Scope
Governance
Onboarding
Offboarding
Ongoing consideration



Cell Phone – what we found

- The IT department has the ultimate authority to manage cell devices and services, but the application of this authority is underdeveloped.
- IT does not have the resources to effectively manage all aspects of cell services.



Cell Phones– why it matters

Effects of IT resource constraints on cell phone management:

- Cell phone orders are not completed timely.
- Business need and bill analysis is not done.
- Onboarding and offboarding processes are not done effectively.
- Current process is vulnerable to waste and ethically questionable decisions.
- Managing cell phones takes time away from other IT responsibilities.



Cell Phones – why it matters

Lack of governance and resources have caused the following waste:

- 208 service lines had zero use at a monthly cost of \$8,300.
- Over 50% of service lines have low use in at least one of talk/text/data. The approximate cost ranges from \$14,000 to \$42,100 per month.
- 31 cell lines are being paid for but there is no active user. Device whereabouts are unknown in some instances.
- IT cellular service records are incomplete and/or inaccurate.



Cell Phones – recommendations

1. Create a full-time position with the primary responsibility to manage and track cellular services and devices, establish onboarding and offboarding procedures and solidify governance authority.
2. Require cellular service users to formally justify the business need for existing tools and services.



Cell Phones – management action plan

Management action plan:

- Funds will be requested in the 2023 budget to create a full-time position to manage cell phones.
- IT will work with Executive Management to establish clear governance authority and defined roles and responsibilities.
- IT will re-initiate the improvement project focused on the onboarding and offboarding procedures.

