

# Louisville Metro Government

## Cellular Device Management and Usage



January 2017

Office of Internal Audit

# Agenda

- Audit Objective
- Audit Scope
- Internal Control Rating
- Observations
- Recommendations
- Corrective Actions
- Conclusion

# Audit Objective

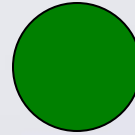
- Objective
  - Assess the adequacy of applicable policies and procedures
  - Assess the effectiveness of internal controls related to the following processes:
    - Cellular Provisioning
    - Cellular De-provisioning

# Audit Scope

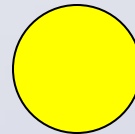
- Scope
  - Applicable Policies and Procedures as of April 2016
  - Cellular Phone Activity , including documentation (e.g. invoices, authorization forms, service tickets, user agreements)
  - Review Period: April 30, 2015 through May 1, 2016
  - Only cellular phone activity included
  - Louisville Metro Police Department cellular activity not included

# Internal Control Ratings

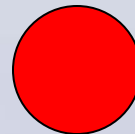
▪ Satisfactory

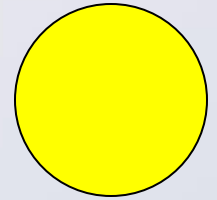


▪ Needs Improvement



▪ Inadequate





## Rating Criteria - Needs Improvement

<i>Issues</i>	Impact on operations likely contained
<i>Controls</i>	Opportunity exists to improve effectiveness
<i>Policy Compliance</i>	Non-compliance issues may be systemic
<i>Metro Image</i>	Potential for damage
<i>Corrective Action</i>	Prompt

# Observations and Recommendations

## Cellular Device Provisioning

- **Purchasing Authorization.** There were instances in which proof of authorization to purchase (Letter of Authorization) could not be located, or was not evidenced by way of the signature of the department director.
- **Policy Acknowledgement.** There were instances in which documentation of user acknowledgement and agreement to applicable policies (Louisville Mobile Device User Agreement) could not be located.

# Recommendations

## Cellular Device Provisioning

- ✓ Verify that the appropriate party provides authorization (i.e. department director).
- ✓ Develop a repository to store required documents in accordance with the Louisville Metro Government Records Retention Schedule.
- ✓ Enforce the policy that requires a completed Letter of Authorization and a completed User Agreement before issuing a cellular device.



# Corrective Actions Cellular Device Provisioning

- The Department of Information Technology concurs with and will implement the recommendations related to cellular device provisioning.
- **Target Implementation Date: January 31, 2017**

# Observations and Recommendations

## Cellular Device De-provisioning

- **Device De-provisioning.** There were 23 employees terminated, whose cellular service had not been deactivated after the employees' date of termination.
- **System Access.** There were instances in which there was insufficient documentation to determine that sensitive information was removed from the device. In addition, there is not a documented, consistent process to designate ActiveSync licenses as available for reuse.

# Recommendations

## Cellular Device De-provisioning

- ✓ Include cellular de-provisioning in the Department of Information Technology's change management process.
- ✓ Provide adequate documentation to indicate that sensitive data has been removed from the device.

# Corrective Actions

## Cellular Device De-provisioning

- The DOLT has indicated that alternative corrective actions will be taken regarding de-provisioning issues.
- **Target Implementation Date: January 31, 2017**

# Observations and Recommendations

## General Administration

- **Policies and Procedures.** There were no documented policies and procedures.
- **Safeguarding of Assets.** Unused cellular devices are not collected, tracked, or safeguarded in a uniform manner.
- **Segregation of Duties.** A single staff person is responsible for all functions of the cellular device procurement process.

# Recommendations

## General Administration

- ✓ Documented policies and procedures should be developed to guide appropriate personnel in the administration of cellular device provisioning and de-provisioning.
- ✓ Develop and implement a policy regarding the collection, disposal, reassignment and reuse of cellular devices.
- ✓ A single individual should not be responsible for two or more of the following four functions for a single transaction: record keeping, asset custody, authorization, and reconciliation.

# Corrective Actions General Administration

- The DOIT concurs with and will implement the recommendations related general administration except the recommendation regarding segregation of duties.
- The DOIT will not implement the recommendation regarding segregation of duties due to resource limitations and reliance on compensating controls.
- Target Implementation Date: January 31,

2017

# Conclusion

- The Office of Internal Audit will follow-up on the issues noted during this audit during the Annual Audit Follow-up Process.
- Comments