



BRIEFLY...

DOL DID NOT EFFECTIVELY MANAGE MOBILE DEVICES AND RELATED TELECOMMUNICATION SERVICES

September 26, 2018

WHY OIG CONDUCTED THE AUDIT

In FY 2016, DOL spent \$2.4 million on mobile devices and related telecommunication services. We were concerned about mobile devices and services because DOL had delegated authority to individual agencies to acquire and manage them. This decentralized approach increased the risks of noncompliance with DOL policies and inefficient use of government funds.

WHAT OIG DID

Given our concerns, we conducted an audit to answer the following question:

Has DOL effectively managed the acquisition, use, and disposal of mobile devices and related telecommunications services?

To answer this question, we reviewed inventories of mobile devices and services between October 2015 and March 2017. We also surveyed DOL component agencies; interviewed DOL officials; and tested agency compliance with policies for the use, acquisition, and disposal of mobile devices.

READ THE FULL REPORT

<http://www.oig.dol.gov/public/reports/oa/2018/17-18-003-50-598.pdf>

WHAT OIG FOUND

DOL had not effectively managed the acquisition, use, and disposal of mobile devices and related telecommunication services. We based this determination on the following:

DOL did not maintain accurate inventory records, or properly secure and dispose of mobile devices. Our testing of FY 2016 mobile device inventories found DOL component agencies reported having 5,267 mobile devices, but the DOL cumulative inventory showed just 4,506. We also found the Mobility Contract Inventory Report that DOL submitted to OMB was inaccurate and incomplete.

Our review of a statistical sample of 250 mobile devices found 51 devices were not secured with the required security software and agencies had not properly disposed of 14 of 15 devices that were no longer in use.

DOL did not acquire mobile devices and services efficiently. In FY 2016, 22 DOL component agencies had 61 separate contracts with 6 different mobile telecommunication carriers, totaling \$2.4 million. We identified 37 telecommunication service plans providing the same services to DOL that varied in price from \$19 to \$65 per line per month. Had DOL paid the lowest rate for all its lines, we estimate it could have saved \$728,237.

OMB Memorandum M-16-20 requires agencies to consolidate all mobile telecommunications contracts into one contract per carrier by September 2018. Based on actions DOL had completed as of July 2018, we are concerned that DOL may not meet the September 2018 deadline.

WHAT OIG RECOMMENDED

We recommended the Assistant Secretary for Administration and Management implement an inventory management system, ensure that mobile telecommunications contracts are consolidated to one contract per carrier, and ensure existing policies and procedures to secure and dispose of mobile devices are consistently followed.