



MULTNOMAH COUNTY  
AGENDA PLACEMENT REQUEST (short form)

Board Clerk Use Only

Meeting Date: 11/15/12  
Agenda Item #: R.3  
Est. Start Time: 10:25 am  
Date Submitted: 11/7/12

Agenda Title: Board Briefing on Mobile Devices: Management and Accountability

Note: If Ordinance, Resolution, Order or Proclamation, provide exact title. For all other submissions, provide a clearly written title.

Requested Meeting Date: November 15 2012 Amount of Time Needed: 30 minutes  
Department: Non-Departmental Division: Auditors Office  
Contact(s): Judy Rosenberger  
Phone: 83320 Ext. I/O Address: 503/601  
Presenter(s): County Auditor, Steve March ,Judith DeVilliers, Nicole Dewees

General Information

1. What action are you requesting from the Board?

Board Briefing on Mobile Devices

2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer this action affects and how it impacts the results.

Mobile devices are an important tool for some Multnomah County employees. Changing technology transformed mobile devices from telephones into small computers. The added functionality of mobile devices led to a sudden growth in their popularity. Many large organizations, including the County, are facing significant challenges in managing a complex array of devices and plans.

The County does not have adequate processes to determine business need, monitor usage and cost, account for mobile devices, or provide adequate security. We estimate the County could have saved over \$300,000 in fiscal year (FY) 2012 with improved processes and controls. This number only includes the cost of unused devices and incorrect voice plans. Due to the lack of data, it does not include potential cost savings from incorrect data and texting plans or reductions in personal use. We estimate that employees potentially used

over 20% of their cell phone minutes for personal use, so there may be significant savings from a reduction in personal calls.

We recommend the County (1) provide stronger central management of costs and choices for mobile devices; (2) create stronger controls for losses and security of devices; (3) evaluate and document employee needs for mobile devices; (4) monitor usage and reassess ongoing business needs and (5) contract for outside services to assist in the management of mobile devices and plans. In response to our audit, management has begun to take action. For example, the Chair sent an email to mobile device users outlining the personal use guidelines, HR has revised its mobile device policies and is in the process of getting final approval and management told us that they completed a project to have department directors review the business need of mobile devices.

**3. Explain the fiscal impact (current year and ongoing).**

**4. Explain any legal and/or policy issues involved.**

N/A - none

**5. Explain any citizen and/or other government participation that has or will take place.**

N/A - none

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**Required Signature**

**Elected Official or  
Department/  
Agency Director:**



**Date: Nov. 7, 2012**