



At a Glance

Why We Did This Project

We conducted this audit to determine whether the U.S. Environmental Protection Agency (EPA) effectively manages its mobile phones.

Per EPA Chief Information Officer (CIO) Classification No. 2150.4, *Mobile Computing Policy*, the agency must effectively manage mobile resources to promote the efficient spending of funds allocated for information technology needs. This policy also requires that mobile resources be monitored for authorized and unauthorized use, as well as be assessed to establish controls.

The EPA's Office of Information Technology Operations (OITO), within the Office of Mission Support, is responsible for overseeing and implementing CIO-2150.4 and the associated *Mobile Computing Management Procedures* (CIO-2150.4-P-01.1).

This report addresses the following:

- *Operating efficiently and effectively.*

Address inquiries to our public affairs office at (202) 566-2391 or OIG_WEBCOMMENTS@epa.gov.

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EPA Should Improve Oversight of Mobile Phones

What We Found

The EPA's OITO needs to improve its oversight of mobile phones at the program office and regional levels. Specifically, the OITO did not:

- Require justifications for mobile phone use.
- Determine whether the program and regional offices had standard operating procedures in place for the management of mobile phones.
- Confirm that the required acknowledgment forms were signed and completed before processing mobile phone orders.
- Inform all agency mobile phone users about what types of calls do not count toward the agency's monthly ceiling of mobile voice and data limits.

The EPA was billed at least \$12,000 over 2 years for unused mobile phone services due to needed improvements in mobile phone oversight. These funds could have been put to better use.

According to the OITO, the management of mobile phones is the responsibility of each program office and region. However, CIO-2150.4 assigns oversight responsibility to the OITO. While the OITO does email quarterly mobile phone utilization reports to the program and regional offices, it does not verify whether these offices monitor mobile phone use. As a result, the OITO is not implementing or enforcing effective management over the agency's mobile phones.

Recommendations and Planned Agency Corrective Actions

We recommend that the Assistant Administrator for Mission Support:

1. Establish internal controls that implement the oversight responsibilities outlined in CIO-2150.4-P-01.1.
2. Update the agency's mobile device intranet site to include information on the types of calls that do not count against the EPA's monthly mobile voice and data limits.
3. Update the utilization reports to track calls that do not count against the EPA's monthly mobile voice and data limits to establish baseline information and make subsequent improvements.

The EPA agreed with all recommendations and completed the corrective actions for Recommendations 2 and 3. The EPA provided an acceptable planned corrective action and estimated completion date for Recommendation 1, which is resolved with corrective action pending.