



# COLLIN COUNTY

OFFICE OF COUNTY AUDITOR  
2300 Bloomdale Road • Suite 3100  
McKinney, Texas 75071  
(972) 548-4731 • Metro (972) 424-1460  
Fax (972) 548-4696

Date: October 23, 2009  
To: Caren Skipworth, Director of Information Technology  
From: Jeff May, County Auditor   
Subject: Annual Handheld Inventory FY09 - Final

The County Auditor's Internal Audit group participated and observed the annual handheld inventory conducted by your department on September 28, 2009. The audit objectives were to ensure county property is properly accounted for, accurately recorded, and adequately safeguarded.

The scope of the inventory review entailed counting the on-hand stock of inventory in its entirety and contacting personnel via the device issued to them. Inventory items include: cell phones (Nokia, Samsung, Motorola, Treo and Iphone), pagers, radio (Nextels) and accessories (batteries, leather cases, belt clips, swivel kits, car/wall chargers, ear pieces (regular and blue-tooth), styles, USB ends and car kits.)

During the review, we identified certain practices and procedures that we believe could be enhanced to strengthen internal controls and increase efficiencies. The count was not intended to be a comprehensive examination of every procedure or activity. Accordingly, the findings and recommendations presented in this report should not be considered as all-inclusive of areas where improvements may be needed.

Your office personnel were extremely helpful and courteous in assisting with the annual inventory review. Significant improvement was found on in-stock inventory items including cellular phones and phone accessories during this audit. These items were labeled and well-organized.

Please feel free to contact us with any questions or requests for assistance.

## **Findings**

### **Unissued Cellular Phones, Unissued Pagers and Phone Accessories**

Inventory lists were verified on September 28, 2009. No findings were identified.

**Recommendations:** None at time of audit

**Response:** None required

### **Cellular/PDA Phone Listing**

1. Two (2) employees should not be shown on the County Cell Phone Listing.

<b><i>Item</i></b>	<b><i>Names</i></b>	<b><i>Phone #</i></b>	<b><i>Model</i></b>	<b><i>Department</i></b>	<b><i>Comment</i></b>
1	David Fischer	214-431-2249	Motorola I576	Animal Services	Terminated on 8/15/09
2	Jeff May	214-686-6996	Motorola Razor	Budget	Returned to Budget Dept due to Job/Title Change

2. Two (2) employees were listed incorrectly on the County Cell Phone Listing.

<b><i>Item</i></b>	<b><i>Names</i></b>	<b><i>Phone</i></b>	<b><i>Model</i></b>	<b><i>Department</i></b>	<b><i>Comment</i></b>
1.	Chris Schraeder	214-686-7137	Nokia 6030	Development Services	Should be County Extension Department
2	Robert Havey	214-686-0874	Motorola Razor	Sheriff's Office	Should be Christopher Havey

3. One (1) employee was listed incorrectly on the County PDA Phone Listing.

<b><i>Item</i></b>	<b><i>Names</i></b>	<b><i>Phone</i></b>	<b><i>Model</i></b>	<b><i>Department</i></b>	<b><i>Comment</i></b>
1	Dan James	214-686-7143	Tilt	Facilities	Already listed on County Cell Phone Listing

### **Recommendation:**

All the County Cell/PDA Phone Listings should be verified with the users to ensure correct information was listed accordingly.

### **Response:**

We have made changes to the above incorrect information. Please note:

1. 1-Waiting for position to be filled listed as open position now. Animal Shelter is in possession of phone.  
2-Disconnected per Monika no longer needed.
2. 1-Changes have been made  
2-Changes have been made
3. 1-Deleted off the Cell Phone spreadsheet now listed on PDA Spreadsheet

## Cellular Phones

1. Sixteen (16) issued cellular phones didn't have correct IMEI number and/or model numbers.

Item	Name	Cellphone #	Make/Model	IMEI	Comment
1	Paul Elkins	214-686-7183	Nokia 6085	357713016192830	IMEI # should be 358809025274147
2	Lonnie Simmons	214-686-7189	Nokia 6010	010560003368496	Motorola EM330 IMEI # should be 354650030348993
3	Kay Yoder	214-585-1791	Nokia 6085	010712002710638	IMEI # should be 352920024780762
4	Mike Bates	214-686-7194	Nokia 6030	010712007208331	IMEI # should be 352920027692550
5	James Miller	214-686-7091	Samsung X497	358192009723837	Nokia 2610 and IMEI # should be 011503008429672
6	Mark Miller	214-686-7172	Nokia 6030	010712007208935	Model should be Nokia 2010
7	Keiffer Hartwell	214-686-0108	Nokia 6085	354837012807878	IMEI # should be 356809026322523
8	Mike McClatchy	214-686-7117	Nokia 6085	N/A	Nokia 2610 and IMEI # should be 011503008429508
9	Steve Roberts	214-686-0098	Nokia 6085	352920027657637	Motorola EM330 IMEI # should be 354650030543742
10	Bob Upchurch	214-686-7056	Nokia 6010	010560002972603	Nokia 6085 and IMEI # should be 354837012844350
11	Fred Edwards	214-686-7060	Nokia 2610	N/A	Nokia 6085 and IMEI # should be 35292002477014
12	Tommy Gilbert	214-686-7160	N/A	N/A	Samsung and IMEI # should be 357592021441584
13	John Norton	214-686-5775	Nokia 6010	010560006930987	Nokia 2810 and IMEI # should be 011503008429898
14	Terry McCraw	214-686-7157	Motorola Razor	359615012889517	Nokia 6085 and IMEI should be 356809026340756
15	Mark Page	214-686-4242	Motorola EM 330	N/A	IMEI # should be 354650030468353
16	Robin Laughon	214-686-7178	Nokia 6555	359823012424521	Samsung Rugby and IMEI should be 357592023260768

2. Three (3) issued pagers didn't have correct information on the Facilities Pagers Listing.

Item	Name	Capcode Number	Local Number	Comment
1	John Cable	N/A	972-631-0567	Terminated on 8/6/09
2	Jason Hopper	E1623114	972-540-3241	Did not have a pager
3	Don Johnston	E1848142	972-540-3986	Local number should be 972-540-3081

3. Five (5) issued wireless cards didn't have correct information on the Wireless Cards Listing.

Item	Name	Phone #	Reference #	Comment
1	Michelle Patrick	214-557-6752	803630151	Phone # should be 972-439-4543
2	Michelle Patrick	N/A	N/A	Phone # should be 214-701-1980
3	Tracey Utsey	214-287-7186	N/A	Did not have a wireless card
4	Terry Willey	972-439-8627	801361787	Phone # should 214-471-7077
5	Election Dept	N/A	N/A	Should have one wireless card – Phone # should be 214-557-4839

4. Four (4) issued Nextels did not have correct information on the Nextels Listing.

Item	Name	DC #	Phone #	Dept	Comment
1	Linda Dixon	143*93733*10	214-585-8837	Myers Park	Used by Judy Florence
2	Glen Spurgers	143*93733*94	214-243-9762	Development Services	Terminated on 10/24/08
3	Tuesday Stephens	143*93733-107	N/A	Development Services	Not currently listed
4	Ron McCollum	143*93733*97	214-243-9765	Development Services	Terminated on 6/1/09

**Recommendation:**

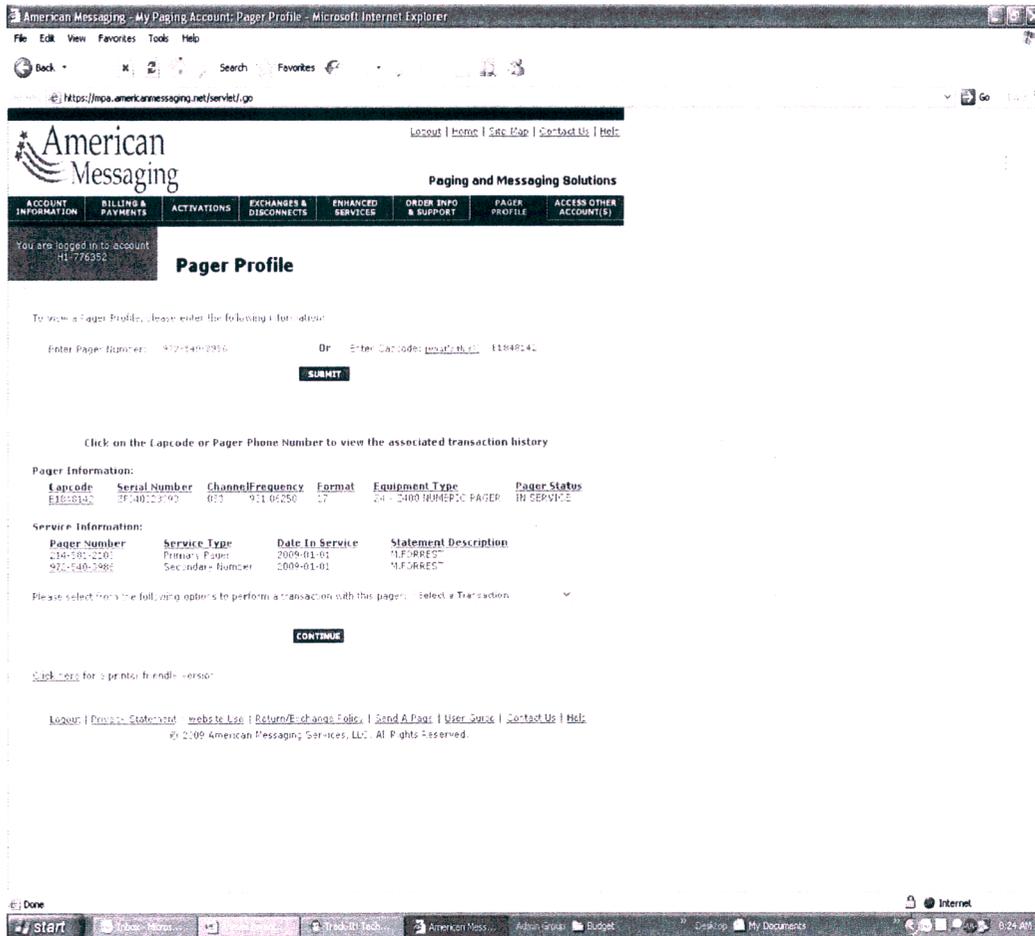
IMEI numbers and model numbers on these handheld electronic devices should be recorded correctly and should not be missing. Requesting updated information from departments should be followed up and should be done periodically to ensure information listed correctly. Another option should be considered such as sending a change/update information sheet to individual user on a quarterly basis instead of an annual basis.

**Response:**

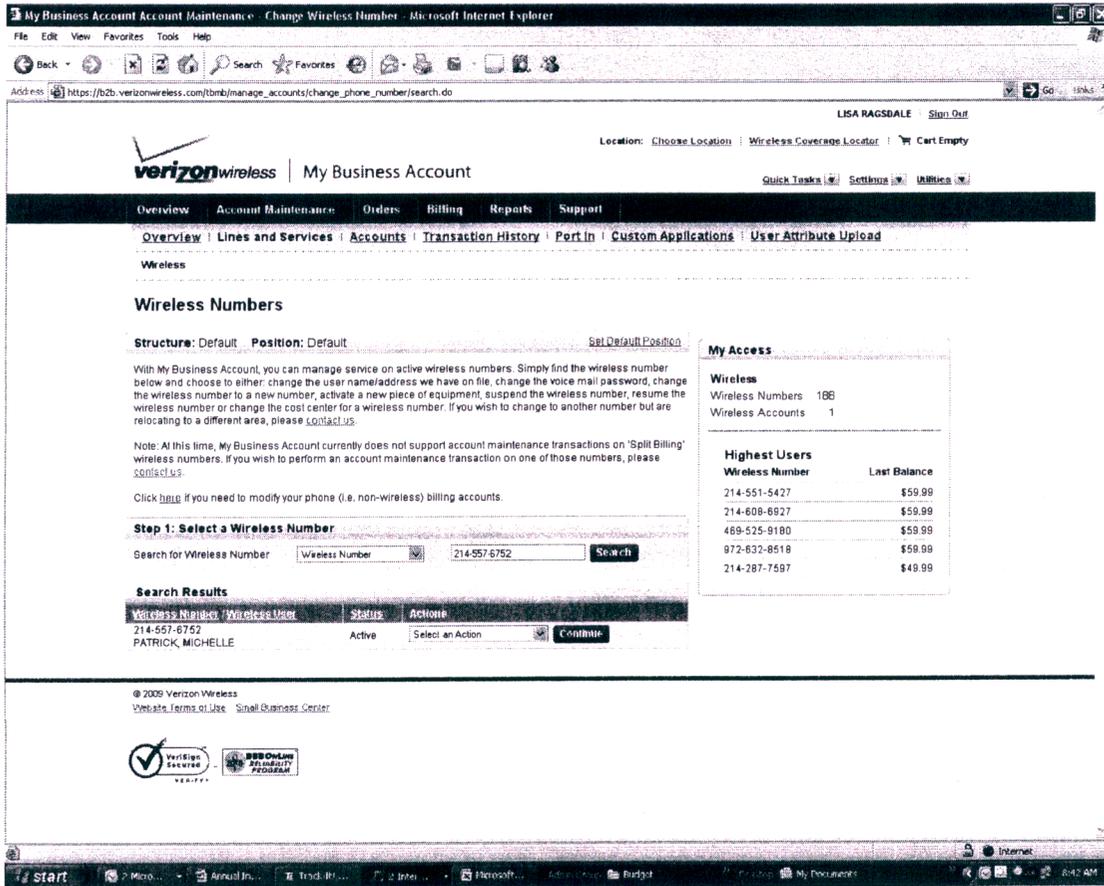
Please note: Some of the changes are made within the department without notifying IT. I also send out emails to verify information before the audit with the departments and hardly anyone responded.

I.T. sends out quarterly e-mails to verify information is correct on all of the above. I.T. does not always receive responses from other departments. This is an ongoing issue.

1. See above.
2. 1-Emailed Julie Whitsell to track down the pager. Pager is in facilities possession.  
2-Has been disconnected no longer in use. Pager is in facilities possession.  
3-Please see Screen below local number is correct on pager with Capcode E1848142.



3. I will verify all wireless cards with Mike Bush when he returns.
  - 1-Michelle Patrick has two wireless cards at this time.
  - 2-Assigned to Wylie WIC office
  - 3-Wireless card has been disconnected according to Verizon
  - 4-Neither one of these numbers are showing up on the Verizon account.
  - 5-IT Loaner, not Elections



4. 1 Changes have been made. I.T. was not notified that Nextel was given to Judy Florence.
- 2 Will mark as open position. Development Services still in possession of Nextel.
- 3 This phone is assigned to Animal Shelter Department Phone.
- 4 Will mark as open position. Development Services still in possession of Nextel.