Oregon Secretary of State
Audits Division

Steve Bergmann
Division Director

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December 18, 2025

Betsy Imholt, Director
Oregon Department of Administrative Services
155 Cottage Street NE
Salem, OR 97301

Director Imholt,

The Oregon Secretary of State Audits Division has completed a data analytics project focused on the usage of state cell phones. This project followed up on a 2009 audit we conducted that found the State could have saved about $500,000 annually by better managing cell phone usage by state employees.[1] As cell phones and service plans have evolved significantly since 2009, some of the risks of the past are no longer relevant today.

The purpose of this data analytics project was to re-evaluate risks associated with the way state agencies manage cell phones, specifically:

- Unused or missing phones,
- Extra charges resulting from high usage, and
- Charges related to missing phones.

Additionally, we asked about the use of mobile devices for multifactor authentication. Multifactor authentication is a security best practice where users provide additional factors to prove their identity when logging into a secure system. Factors may include passwords, tokens, or fingerprints.

Due to the results of our analysis, we determined a detailed audit was not required at this time. We found the Oregon Department of Administrative Services (DAS) has made significant progress since our 2009 audit, specifically by implementing a cell phone management tool to track lost or missing phones and by adopting multifactor authentication.

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[1] Report 2009-18: "State Cell Phone Plans: Closer Attention to Usage Could Create Savings"

255 Capitol St NE, Ste 180
Salem, Oregon 97310

Tobias Read
Oregon Secretary of State

Michael Kaplan
Deputy Secretary

Information (503) 986-2255
sos.oregon.gov/audits

Recent changes have improved cell phone inventory management

One of our concerns in 2009 was the issue of lost and missing phones in state government. Our prior audit noted that the state had paid over $300,000 in a one-year period for unused cell phones. Lost and missing phones were identified as a contributing factor to the lack of use.

In 2024, DAS implemented Microsoft Intune, a Mobile Device Management solution (MDM).[2] Intune has introduced automated workflows for inventory management, enabling DAS to identify lost or missing devices. Intune also effectively flags devices that are inactive or not in use so DAS can stop paying for a cell phone that isn't being used or reassign it to staff who need it. DAS made the decision to implement multifactor authentication using cell phones in 2021-2023.

We appreciate the cooperation of DAS throughout this project and encourage continued efforts to optimize state mobile communications usage.

Sincerely,

Steve Bergmann, CPA, CIA
Audits Director, Oregon Secretary of State Audits Division

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[2] Mobile Device Management is the administration of mobile devices such as smartphones, tablets, computers, laptops, and desktop computers
https://csrc.nist.gov/glossary/term/Mobile_Device_Management