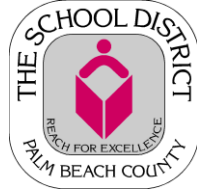**Audit of**

**Procurement and Inventory Controls of Mobile Devices
For Students' Remote Learning**

July 14, 2022

Report #2022-05

MISSION STATEMENT

The mission of the School District of Palm Beach County is
to educate, affirm, and inspire each student in an equity-embedded school system.

Michael J. Burke
Superintendent of Schools

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Audit of
Procurement and Inventory Controls of
Mobile Devices For Students' Remote Learning

Table of Contents

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Audit of
Procurement and Inventory Controls of
Mobile Devices For Students' Remote Learning

EXECUTIVE SUMMARY

Pursuant to the ***Office of Inspector General's (OIG) 2020-21 Work Plan***, we have audited the Procurement and Inventory Controls of Mobile Devices for Students' Remote Learning. The primary objectives of this audit were to (1) assess the adequacy of controls over device inventories and distribution to students, (2) determine if the billings and deliverables complied with the terms and conditions of the *Purchase Contracts*, and (3) determine the extent of compliance with applicable ***School Board Policies***.

1. Mobile Device Prices Complied with the *Purchase Contracts*

During Fiscal Year 2021, the District piggybacked on two State Contracts to purchase $32 million of mobile devices for implementing the District-wide remote learning program for all students. Total purchases from World Wide Technology (WWT)[1] and Office Depot were $30 million, or 94% of the $32 million purchases during Fiscal Year 2021.

No exceptions were noted for our review of sample invoices totaling $21 million, which included $17 million for 66,000 Chromebooks from WWT, and $4 million for 13,753 Chromebooks from Office Depot.

Management's Response: *Management Concurs the District spent ~$32M to purchase ~80k Chromebooks and complied with purchase contracts. (See page 19.)*

2. Vendor Overbilled the District by $27,834 for AC Adapters

Between October 2020 and February 2021, the District purchased 2,655 HP AC Adapters (Chargers) from WWT by piggybacking on ***State Contract No. 4321150-WSCA-15-ASC.***[1] Neither the District's *Request for Quotes* nor the *Purchase Orders* referenced the ***State Contract Number*** as required by the ***Contract***. The vendor billed the District at the "open market price" of $44.11 per charger, instead of the ***State Contract*** price of $33.97. As a result, the District was overcharged and overpaid the vendor a total of $26,921.70 [2,655 x ($44.11 - $33.97)].

As of April 7, 2021, an additional 90 HP Chargers purchased through five POs had yet to be paid, and the invoice information was not finalized in the District's PeopleSoft System. These five POs included a unit price of $44.11. As a result, the District could have been overbilled by another $912.60 (90 x $10.14) when these invoices were received. Therefore, the District's total overpayments could aggregate to $27,834.30 ($26,921.70 + $912.60)

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[1] The ***State Contract No. 4321150-WSCA-15-ASC*** was awarded to multiple computer vendors. World Wide Technology (WWT) is an authorized fulfillment subcontractor of HP.

On April 8, 2021, we provided the details of the above observation to the Chief Financial Officer and Purchasing Department recommending that they contact the vendor to recoup the overpayments from the vendor. On April 15, 2021, the District received a refund of $27,834.30 from the vendor.

Management's Response: The Purchasing Department ensures that the price files align with the contract and this will be reinforced with the Purchasing Agents. The amount overpaid has been successfully recouped. (See page 19.)

3. **Oversight of Vendors' Repairs and Technical Assistance Services Needs Improvement**

During March 2020 through June 2021, the District paid vendors a total of $645,770 for non-warranty covered repair and technical assistance services for mobile devices. We reviewed all 110 invoices totaling $508,511 (79% of total payments to all vendors) submitted by and paid to a vendor, iPhone & iPad Warehouse (PPW). The review found that:

- PeopleSoft Accounts Payable System Did Not Maintain Adequate Supporting Documents for Payments. The PeopleSoft Accounts Payable System maintained a one-page summary invoice for each payment showing only the total billing amount without details of the services. Staff indicated the detailed supporting documents, such as the listings of completed work orders, were maintained at the IT Technical Operations Department (IT Operations) and not uploaded into the PeopleSoft System.

- $42,274.75 in Payments Without Adequate Supporting Documents. $42,274.75 for 37 invoices were paid without adequate supporting documentation. Specifically, the supporting documents for 25 invoices totaling $26,401.17 paid between May and October 2020, were not received by the IT Operations until after the OIG inquiry in August 2021. Both the vendor and IT Operations were unable to provide the supporting documentation for the remaining 12 invoices totaling $15,873.58. Apparently, staff did not verify the billing accuracy prior to authorizing the $42,274.75 in payments.

- $4,894.75 in Duplicated Charges. Our review identified $4,894.75 in duplicated charges for work orders billed in multiple invoices. We provided our review results to staff during the audit. Subsequently, the District received the refund of $4,894.75 from the vendor on August 20, 2021.

- $1,538.58 in Overbillings for Parts and Materials. The *Contract* with the vendor provided that "*Mark-up Percentage Parts/Materials Not to Exceed 9%*". We noted that the District did not require the vendor to provide documentation of their costs of parts and materials for repair of mobile devices when submitting invoices to the District for payments. Our limited review of sample invoices found the vendor overbilled the District by $1,538.58 for 69 mobile device screen repairs.

Management's Response: The invoices were reviewed against the eSupport device tickets prior to paying invoices. It is the responsibility of the person entering the receipt to validate the invoice is correct. There is no requirement to include additional billing details besides the invoice in the AP system. To enhance the existing procedures a more detailed review is being performed by a higher level employee. All over billings have been successfully recouped. (See page 19.)

4. Vendor Had Update Access to the District's e-Support System

When a mobile device requires non-warranty covered repair services, staff would create an Incident Report Ticket (IR-Ticket or work order) in the District's e-Support System and forward the device to the contracted vendor to complete the repair.

The vendor was provided the "IT Staff Role" (the same as District's IT staff) access to the e-Support System for retrieving open IR-Tickets for devices requiring services. This access level allowed the vendor to create, review, edit, and close IR-Tickets in the e-Support System. When a work order was completed, the vendor would update the status of the related IR-Ticket to "closed" in the e-Support System, without the need for District's staff to verify if the devices had been satisfactorily serviced and returned to the District prior to the closing the IR-Ticket.

Allowing the vendor the same update access as District's IT staff to the District's e-Support System compromises the system integrity. In addition, we noted the vendor did not maintain its own work order records. Instead, the vendor used the IR-Tickets information retrieved from the e-Support System as the supporting documents for invoicing the District. There is no assurance that the work orders (i.e. IR-Tickets) included in the vendor's billing were initiated and created by the District.

Management's Response: The IT Technical Operations, Enterprise Applications and Purchasing teams will work collaboratively to replace the current ticketing system with a comprehensive ITIL ITSM and IT Asset Management system by September 2023. This new system should limit vendor access and support the new volume of device assets as a result of the 1:1 environment. In the short term, IT is currently working on a separate ticket exclusively for damaged devices which will allow IT to limit third party users to a specific set of actions (i.e. not opening and closing damage device tickets) by August 2022. (See page 20 for details.)

5. Inventory Controls for Mobile Devices Need Improvement

According to the March 2020 email communication from IT Operations and the July training provided by Educational Technology Department to schools, (1) the Destiny Resource Manager System (Destiny) is the designated software for tracking mobile device distributions, (2) a parent was required to sign the *Transfer of Property Form* before issuing a mobile device to the student for remote learning, and (3) schools' Instructional Technical Support Assistants (ITSAs) should timely update the Destiny database after a mobile device was provided to the student.

In May 2021, the OIG conducted on-site observations of the physical inventory and reviewed the inventory tracking methods used at nine sample schools. Each of the nine sample schools had more than 50% of the mobile devices allocated to them not yet distributed to students as of March 2021. Our observations revealed the following:

- Status of Mobile Devices Not Recorded in the Destiny System. Eight (89%) schools did not always record information to the Destiny System after devices were issued to students. Instead, the schools utilized spreadsheets or *Transfer of Property Forms* to track the status

of devices. Specifically, during our May 2021 on-site observations, we found 566 Chromebooks ($152,814 in purchase cost) and four CTE Window Laptops ($2,137 in purchase cost) previously issued to students were not recorded as "checked-out" in the Destiny System.

- Destiny System Not Timely Updated. Six (67%) schools did not timely update the Destiny System after mobile devices were issued to students, with delays ranging from one to 153 calendar days.

- Mobile Devices Stored in Unsecured Locations. Five (56%) schools stored some mobile devices in unsecure locations, including unlocked areas accessible by all employees, locations prone to water damage, and locations next to storage areas of janitorial supplies and cleaning products.

Management's Response: As these recommendations relate to school site processes, the Deputy Superintendent/Chief of Schools' Office in coordination with the Regional Offices will work closely together to ensure that the status of mobile devices are recorded accurately and in a timely manner and that devices maintained at the schools are properly stored in safe and secured locations. (See page 20 for details.)

6. **Destiny System's Inventory Tracking Features Need Improvement**

The Destiny System provided schools with four status codes for tracking the mobile devices: (1) available, (2) checked-out, (3) lost, and (4) e-wasted. There were no designated status codes for devices that were (a) sent to IT Operations or a vendor for repair, and (b) in-transit to another school. Mobile devices sent out for repair or in-transit to another school were still coded as "available" in the Destiny System. Because appropriate status codes were not available for recording those devices, the ITSAs at the originating schools would track the devices through various methods, such as computer spreadsheets.

During our on-site observations, we noted 127 transferred devices had not been timely updated into the Destiny System by the receiving schools. Moreover, some of these 127 devices had already been assigned to students at the receiving schools and were recorded on computer spreadsheets, instead of the Destiny System. Due to the lack of appropriate status codes for recording devices sent out for repair and devices in-transit to other schools, the total number of "available" devices at the originating schools reported by the Destiny System were overstated.

Management's Response: IT recently implemented a custom built application that allows schools to track and locate the devices by IP address and an application that displays current device inventory and check-in/out status for each school.

IT is planning to evaluate and implement an integrated and enterprise Asset Management and Tracking System at our schools by September 2023, and will take the OIG recommendations into consideration.

(See page 20 for details.)

7. **Students Assessed Inconsistent Fees for Damaged or Lost Devices**

School Board Policy 8.124 - Electronic Device Take Home Policy, codifies the standards and expectations of students and their parents/guardians when District-owned electronic devices are assigned to the students for use at home or in school to support curriculum goals. The parents or students are responsible for any damages and repairs made to mobile devices assigned to a student, in accordance with the *Student Device Depreciation Document FY 20/21*.

The *Student Device Depreciation – FY20/21* document provides the full depreciated value of the device or replacement costs but does not have the costs for common repairs (e.g. broken screen and broken keyboard), which may be less than the fully depreciated value of each device.

Our review of student obligation records in the Student Information System (SIS) for damaged Chromebooks at 34 sample schools during October 2020 through September 2021 revealed students were charged replacement fees inconsistent with those listed in the *Student Device Depreciation –FY20/21* document for devices beyond repair or lost. Due to the lack of repair cost information, the fees collected from students varied for similar repairs such as screen repairs.

Management's Response: The District has a District approved Depreciated fee schedule. School based personnel are not trained to diagnose specific problems/issues of non-functioning devices. The District will treat devices the same as lost or damaged textbooks and will reinforce with school staff that the price a parent should pay is based on the District Approved Depreciated Fee Schedule whether the device is damaged or lost. Per Electronic Take Home School Board Policy 8.124, charges to students will be placed according to the Student Device Depreciation document. (See page 21 for details.)

Management's Additional Comments: In March 2020, the District needed to quickly pivot to a Remote Learning environment to respond to the global pandemic. An immediate decision was made to issue 1:1 devices to continue student learning remotely. Over the next several months, the District purchased ~80k Chromebooks for a cost of $32M. District and School staff performed what seemed to be an impossible task by getting these new units out to schools and then to students for the start of FY21.

With such a large number of new devices comes an increased volume of device management and repairs/damages. The entire process had to be modified in real time by IT Technical Operations to support such a large undertaking with the same staffing levels to the best of their abilities. The IT Technical Operations repair services budget increased from under $100K to over a Million dollars annually. As a result of this drastic change, the invoice and bill review process had to be modified to manage the vast increased volume of device repairs (one line per device) submitted by vendors.

(See page 19.)

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M E M O R A N D U M

TO: Honorable Chair and Members of the School Board
          Michael J Burke, Superintendent of Schools
          Chair and Members of the Audit Committee

FROM: Teresa Michael, Inspector General

DATE: July 14, 2022

SUBJECT: Audit of Procurement and Inventory Controls of Mobile Devices for
         Students' Remote Learning

PURPOSE AND AUTHORITY

Pursuant to the *Office of Inspector General's (OIG) 2020-21 Work Plan*, we have audited the Procurement and Inventory Controls of Mobile Devices for Students' Remote Learning. The primary objectives of this audit were to (1) assess the adequacy of controls over device inventories and distribution to students, (2) determine if the billings and deliverables complied with the terms and conditions of the *Purchase Contracts*, and (3) determine the extent of compliance with applicable *School Board Policies*.

SCOPE AND METHODOLOGY

This audit was performed in accordance with *Generally Accepted Government Auditing Standards*. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions.

This audit covered the period of March 16, 2020, through June 30, 2021. The audit included interviewing District staff and vendors, and reviewing:

- *School Board Policy 6.14* - Purchasing Department
- *School Board Policy 8.124* - Electronic Device Take Home Policy
- *Capital Assets Policies and Procedures*
- Procurement Contracts
- Purchasing and Payment Records
- Mobile Device Inventory Records
- Vendor confirmations

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Details of audit conclusions were discussed with and provided to staff during the audit so that appropriate corrective actions could be implemented accordingly. The draft report was provided to management for review and comments. Management responses are included in the Appendix. We appreciate the courtesy and cooperation extended to us by District staff and vendors during the audit. The final draft report was presented to the Audit Committee at its July 14, 2022**,** meeting.

BACKGROUND

Transitioning to Remote Learning. In March 2020, the Florida Governor issued Executive Order Number 20-52, *"Emergency Management- COVID-19 Public Health Emergency*", and the Florida Department of Education ordered the closing of schools across the State. On March 16, 2020, the District transitioned from in-person learning to distance learning for students due to the COVID-19 pandemic.

Mobile Devices for Remote Learning. In response to the upcoming school closure, the District began surveying students' technology needs for accessing remote classrooms and conducting a *Classroom Technology Inventory* at each school to determine technology needs for implementing Districtwide remote learning programs. Based on the survey, in order to provide a 1:1 student-to-device ratio, the District purchased 101,871 additional mobile devices during Fiscal Year 2021 (See Table 1.)

Table 1
Mobile Devices Purchased
During Fiscal Year 2021

Device Type	Quantity	Amount
Chromebooks	85,975	$23,550,712
Windows-Based Laptop Computers	14,966	$7,996,483
Apple iPads	930	$365,322
Engraving Services		$182,960
Total	*101,871*	*$32,095,477*

Source: PeopleSoft System

The expenditures on mobile devices increased by 177% from $11.6 million in Fiscal Year 2020 to $32.1 million in Fiscal Year 2021. (See Table 2.)

Table 2
Mobile Device Expenditures
During Fiscal Years 2018 through 2021

Fiscal Year	Total Expenditures	Increase from Prior Year
2018	$10,460,232	-
2019	$11,086,444	$626,212 (6%)
2020	$11,593,444	$507,000 (5%)
2021	$32,095,477	$20,502,033 (177%)
Total	*$65,235,597*	

Source: PeopleSoft System

CONCLUSIONS

This audit produced the following major conclusions:

1. Mobile Device Prices Complied with the *Purchase Contracts*

During Fiscal Year 2021, the District piggybacked on two State Contracts to purchase $32 million of mobile devices for implementing the District-wide remote learning program for all students. Table 3 provides a summary of mobile devices expenditures by vendors for Fiscal Year 2021.

Table 3
Mobile Device Expenditures by Vendors
During Fiscal Year 2021

Vendors	Amount
HP (through World Wide Technology)	$26,005,356 (81%)
Office Depot	$4,001,521 (12%)
Dell	$1,536,221 (5%)
Apple	$365,322 (1%)
Engraving Services	$182,960 (0.57%)
Other Vendors	$4,097 (0.01%)
Total	*$32,095,476 (100%)*

Source: PeopleSoft System
Notes: (1) World Wide Technology is an Authorized Fulfillment Subcontractor of HP.
        (2) Total does not agree with the sum of the details due to rounding.

Total purchases from World Wide Technology and Office Depot were $30 million, or 94% of the $32 million in purchases, during Fiscal Year 2021. We selected sample invoices from these two vendors for detailed examination.

(a) <u>$26 million (81%) Purchases from World Wide Technology (WWT)</u>. Our analysis of the purchasing records revealed WWT accounted for $26 million (81%) of the $32 million in mobile devices purchased through the ***Florida Alternate Contract Source No. 4321150-WSCA-15-ASC (State Contract 1***) during Fiscal Year 2021. ***State Contract 1*** provides that,

> *"The Contractor's price list will be the same as the WSCA-NASPO[2] price list, and the Department [Florida's Department of Management Services] will post a link[3] on the Department's website to the price list posted on the WSCA-NASPO website...."*

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[2] WSCA-NASPO: Western States Communication Association (WSCA) and National Association of State Procurement Officials (NASPO) Procurement Program.
[3] https://h20429.www2.hp.com/HP2B/naspo/landingpages/NASPOVP_main.html

We selected 213 sample invoices from WWT for detailed examination. The 213 invoices were for the purchase of 66,000 Chromebooks totaling $17,819,340. Our review found the unit prices[4] for the Chromebooks billed by the vendor did not exceed the prices listed on the NASPO website as of March 11, 2021. No exceptions were noted for the vendor's billings.

(b) <u>$4 million (12%) Purchases from Office Depot</u>. On July 29, 2020, District Staff submitted to the School Board a ***Business Case Summary For Using a Piggyback Bid*** document, which states in part:

> *"As a result of Covid-19, the District has a need for students attending District operated schools to have a Chromebook or comparable device for the start of August 2020 school year."*

And,

> *"With shortages in the supply of products and long delivery lead times, the District is able to use this piggyback to get Lenovo Chromebooks before the start of School through Office Depot at a competitive price. Office Depot has agreed to deploy the units by August 10, 2020."*

Due to the impending needs of mobile devices to achieve educational goals, the School Board approved the ***Omnia Partners Region 4 ESC - TX Contract R160204 with Office Depot, LLC (State Contract 2)***, not to exceed $5 million. ***State Contract 2*** states,

> *"...prices for such items [Chromebooks] will be established by Vendor [Office Depot] in its discretion and will be presented to the Member [the School District] at the point of sale or otherwise at the time of order placement."*

The District purchased 9,727 HP Chromebooks and 4,026 Lenovo Chromebooks from the vendor for a total of $4 million (12% of the $32 million) during Fiscal Year 2021. Our review of all 10 invoices submitted by the vendor revealed: (a) the average price was about 14% higher than purchases made pursuant to ***State Contracts 1 and 2*** and (b) the total purchase from this vendor was within the Board's approved expenditure limit. No exceptions were noted for the purchases from this vendor.

Management's Response: *Management Concurs the District spent ~$32M to purchase ~80k Chromebooks and complied with purchase contracts.*

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[4] The unit price included a HP Chromebook, Chrome OS for Education, 5-year warranty service plan and battery, and engraving and etching.

2. Vendor Overbilled the District by $27,834 for AC Adapters

State Contract 1 requires,

> *"The Contractor's price list will be the same as the WSCA-NASPO[5] price list, and the Department [Florida's Department of Management Services] will post a link[6] on the Department's website to the price list posted on the WSCA-NASPO website…."*

And,

> *"In order to procure products and services hereunder, eligible users shall issue purchase orders or use a purchasing card which shall reference Florida alternate contract source number 43211500-WSCA-15-ACS."*

District Overpaid the Vendor by $26,921.70. Between October 2020 and February 2021, the District purchased 2,655 HP AC Adapters (Chargers) from WWT through 171 *Purchase Orders* (POs) by piggybacking on **State Contract 1**. Our review of the related invoices found the vendor billed the District at the "open market price" of $44.11 each, instead of the $33.97 listed on the WSCA-NASPO website pursuant to the contract. As a result, the District was overcharged and overpaid the vendor a total of $26,921.70 [2,655 x ($44.11 - $33.97)].

Additional Five *Purchase Orders* Overpriced by $912.60. As of April 7, 2021, an additional 90 HP Chargers purchased through five POs had yet to be paid, and the invoice information was not finalized in the District's PeopleSoft System. These five POs included a unit price of $44.11. As a result, the District could have been overbilled by another $912.60 (90 x $10.14) when these invoices were received. Therefore, the District's total overpayments could aggregate to $27,834.30 ($26,921.70 + $912.60).

Reason for Overbilling and Overpayments. We found that unit prices listed on both the vendor's price quotes and the District's POs were the "open market price" of $44.11, instead of the contract price of $33.97. According to the vendor, the District was billed at the "open market price" because neither the District's *Request for Quotes* nor the *Purchase Orders* referenced the State Contract Number as required by the Contract.

OIG Observation Results Provided to Staff for Immediate Corrective Actions. On April 8, 2021, we provided the details of the above observation to the Office of Chief Financial Officer and Purchasing Department recommending that they contact the vendor to recoup the overpayments from the vendor. On April 15, 2021, the District received a refund of $27,834.30 from the vendor.

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[5] WSCA-NASPO: Western States Communication Association (WSCA) and National Association of State Procurement Officials (NASPO) Procurement Program.

[6] https://h20429.www2.hp.com/HP2B/naspo/landingpages/NASPOVP_main.html

Recommendation

The District should ensure all future *Requests for Quotes* and *Purchase Orders* reference the *Purchase Contracts*, when appropriate. Invoices should be reviewed prior to payment to ensure the billing is consistent with the *Purchase Order* and *Purchase Contract*. Discrepancies between the invoice, *Purchase Order*, and the *Purchase Contract* should be reviewed and resolved accordingly.

Management's Response: The Purchasing Department ensures that the price files align with the contract and this will be reinforced with the Purchasing Agents. The amount overpaid has been successfully recouped. (See page 19.)

3. **Oversight of Vendors' Repairs and Technical Assistance Services Needs Improvement**

The HP Chromebooks and Window Laptops purchased from WWT included a five-year standard hardware warranty and technical assistance. The District also purchased a separate five-year battery replacement warranty for the Chromebooks. During March 2020 through June 2021, the District paid multiple vendors a total of $645,770 for non-warranty covered repair and technical support services for mobile devices used for distance learning. (See Table 4.)

Table 4
Expenses for Repair and Technical Support Services for
Mobile Devices for Students' Distance Learning
During March 2020 through June 2021

Vendor	FY 2020 (3/2020 - 6/2020)	FY 2021 (7/2020 - 6/2021)	Total
iPhone & iPad Warehouse (PPW)	$80,752.98	$427,757.71	$508,510.69 (79%)
United Data Technologies	0.00	24,365.55	24,365.55 (4%)
Dell	0.00	66,385.45	66,385.45 (10%)
Other Vendors	27,467.98	19,040.00	46,507.98 (7%)
Total	*$108,220.96*	*$537,548.71*	*$645,769.67 (100%)*

Source: PeopleSoft System

Contract with iPhone & iPad Warehouse. On November 14, 2018, the District awarded iPhone & iPad Warehouse (PPW) a two-year **Contract #19C-28J** for providing computer repair services. During March 2020 through June 2021, the District paid PPW a total of $508,510.69 through 110 invoices for repair and technical assistance services for students' mobile devices for distance learning. The $508,510.69 accounted for 79% of the total expenses for mobile devices repair and technical support services during March 2020 through June 2021.

PeopleSoft Accounts Payable System Did Not Maintain Adequate Supporting Documents for Payments. Our review of all the 110 payments revealed the PeopleSoft Accounts Payable System maintained a one-page summary invoice for each payment showing only the total billing amount without the details of the repair services. According to staff, the detailed supporting documents, such as the listings of completed work orders, were maintained at the IT Technical Operations Department (IT Operations) and not uploaded into the PeopleSoft System.

In response to this information, we requested the details for the 110 invoices from IT Operations and the vendor for detailed examination. The review found the following:

- $42,274.75 in Payments Without Adequate Supporting Documents. The detailed supporting documents for 25 invoices (totaling $26,401.17) paid by the District between May and October 2020 were not received by IT Operations until *after* the OIG inquiry in August 2021. Both IT Operations and PPW were unable to provide us with the billing details for another 12 invoices, totaling $15,873.58. Apparently, staff did not verify the billing accuracy prior to authorizing payments for these 37 invoices, totaling $42,274.75.

- $4,894.75 in Duplicated Charges. Our analysis of the detailed supporting documentation available for 98 invoices identified $4,894.75 in duplicated repair charges. We provided our review results to staff during the audit. Subsequently, the District received the refund of $4,894.75 from PPW on August 20, 2021.

- $1,538.58 in Overbillings for Parts and Materials. ***Contract #19C-28J*** provided that "*Mark-up Percentage Parts/Materials Not to Exceed 9%*". The District did not require the vendor to provide documentation of their costs of parts and materials for repair of mobile devices. In response to the OIG's request, PPW provided the OIG the October 2020 cost information for parts and materials on July 22, 2021. We compared the vendor's costs for parts and materials to the amounts billed the District for 69 screen repairs included in four invoices paid between October and December 2020. Our limited review found the vendor overbilled the District by $1,538.58 for the 69 screen repairs. (See Table 5.)

Table 5
Overbilling of Parts and Materials for Screen Repairs
During October Through December 2020

Mobile Device	Parts & Materials Costs [1]	Maximum Billable Amount (Cost + 9%)	Actual Billing Amount [2]	Amount Overbilling Per Repair	No. of Repairs	Total Overbilling
Dell 3100 (2-in-1 Touch)	$89	$97.01	$175.00	$77.99	12	$935.88
Dell 3189	105	114.45	125.00	10.55	29	305.95
			135.00	20.55	11	226.05
			100.00	-	3	-
HP Chromebook 11A G8 EE	55	59.95	65.00	5.05	14	70.70
				Total	*69*	*$1,538.58*

Sources: (1) Cost information for October 2020 provided by the vendor.
 (2) Invoices submitted by the vendor to the District for payment.

Recommendation

To ensure proper fiscal accountability and vendors' compliance with the *Purchase Contract*, the billing details for all invoices and the supporting documents should be verified by staff prior to payment and retained for future reference. The District should consider reviewing all paid invoices, and recoup all identified overbillings, if any, from the vendor.

Management's Response: The invoices were reviewed against the eSupport device tickets prior to paying invoices. It is the responsibility of the person entering the receipt to validate the invoice is correct. There is no requirement to include additional billing details besides the invoice in the AP system. To enhance the existing procedures a more detailed review is being performed by a higher level employee. All over billings have been successfully recouped. (See page 19.)

4. Vendor Had Update Access to the District's e-Support System

Mobile devices requiring non-warranty repair services were initially diagnosed and repaired by District staff. If the repair could not be completed by District staff and required services by vendors, the IT Service Desk would create a new Incident Report Ticket (IR-Ticket or work order) in the District's e-Support System, and forward the device to the contracted vendor, PPW, to complete the repair.

The vendor was provided user access to the e-Support System to retrieve open IR-Tickets for devices requiring services. Based on the open IR-Tickets information, the vendor came to the District regularly to pick up the devices for service.

Our review found the vendor was provided with the "*IT Staff Role*", the same as District IT staff, for accessing the e-Support System. This access level allowed the vendor to create, review, edit, and close IR-Tickets in the e-Support System. When a work order was completed, the vendor would update the status of the related IR-Ticket to "closed" in the e-Support System, without the need for District staff to verify if the device had been satisfactorily serviced and returned to the District prior to closing the IR-Ticket.

Allowing the vendor the same update access as District IT staff to the District's e-Support System compromises the system integrity. In addition, the vendor did not maintain its own work order records. The vendor instead used the IR-Tickets information retrieved from the e-Support System as the supporting documents for invoicing the District. There is no assurance that the work orders (i.e. IR-Tickets) included in the vendor's billing were initiated and created by the District.

Recommendation

To ensure proper accountability and protect the integrity of the District's computer systems, access should be restricted to users on an as-needed basis. Creating work orders and updating work order status should be restricted only to District's responsible staff. Further, the status of IR-Ticket should be updated to "complete" only after District staff has verified the device has been satisfactory serviced and returned to the District by the vendor.

Management's Response: The District currently contracts with an outsourced vendor for device repair. As a contracted employee, the appropriate access had been provided.

Management would like to indicate that the eSupport application currently logs all ticket activity initiated by either vendor or District staff (i.e. user who created, updated and closed

each ticket). Damaged devices are initially assessed by District IT staff and if the repair could not be completed by internal teams, then a second, eSupport incident request ticket is created and forwarded to the contracted vendor, to complete the repair. The IR that is closed by the vendor is the secondary ticket, and the one originally created by the school is closed by District IT staff.

The IT Technical Operations, Enterprise Applications and Purchasing teams will work collaboratively to replace the current ticketing system with a comprehensive ITIL ITSM and IT Asset Management system by September 2023. This new system should limit vendor access and support the new volume of device assets as a result of the 1:1 environment. In the short term, IT is currently working on a separate ticket exclusively for damaged devices which will allow IT to limit third party users to a specific set of actions (i.e. not opening and closing damage device tickets) by August 2022.

(See page 20.)

5. Inventory Controls for Mobile Devices Need Improvement

During Fiscal Year 2021, the District expended $32 million for purchase of mobile devices for students' remote learning. Two vendors, WWT and Office Depot, accounted for 96,059 mobile devices totaling $30 million (94% of the $32 million total purchases). The OIG obtained a complete listings of the 96,059 mobile devices purchased by the District during July 2020 through February 2021. The device inventory was recorded in and tracked through the Destiny Resource Manager (Destiny) System. We reviewed the mobile devices' status in the Destiny System as of March 11, 2021, and identified nine schools in which more than 50% of the mobile devices had a status of "available" for issuance to students. (See Table 6.)

Table 6
Schools With More Than 50% Mobile Devices Not Assigned to Students
As of March 11, 2021

School	Number of Mobile Devices				
	FY20 Student FTE	Pre Purchase [1] Inventory	New Purchases	Total	Available [2] As of March 11, 2021
Everglades Elem	954	144	677	821	672 (82%)
Calusa Elem	1,256	26	891	917	753 (82%)
Boca Raton High	3,067	616	2,895	3,511	2,278 (65%)
Verde K-8	1,032	297	431	728	415 (57%)
Grove Park Elem	560	145	428	573	320 (56%)
Lake Worth High	2,434	1,137	1,606	2,743	1,480 (54%)
Meadow Park Elem	723	312	369	681	361 (53%)
Del Prado Elem	921	217	552	769	395 (51%)
Coral Sunset Elem	751	273	575	848	426 (50%)
Total		*3,167*	*8,424*	*11,591*	*7,100 (61%)*

Sources: (1) Educational Technology Department and IT Operations. Counts include devices checked-out to students and on-hand available in inventory.
(2) Destiny Resource Manager System as of March 11, 2021

9

$\underline{\text{\$1,568,570 in new devices not distributed to students}}$. In May 2021, the OIG conducted on-site observations of the physical inventory and reviewed the inventory tracking methods used at the nine schools. Our observations found a total of 4,654 new Chromebooks (\$1,256,533) and 584 new CTE Windows Laptops[7] (\$312,037.04) remained in inventory and had not yet been distributed for student use. (See Table 7.)

Table 7
Undistributed Mobile Devices for Sample Schools
In May 2021

School	Number of Mobile Devices Available for Students	Undistributed Mobile Devices in Inventory	
		Number of Devices in Inventory During OIG Visits (% of Total Inventory)	Dollar Value of Undistributed Mobile Devices
Boca Raton High	3,511	2,091 (60%)	$688,251
Lake Worth High	2,743	1,290 (47%)	378,948
Verde K-8	728	408 (56%)	110,156
Coral Sunset Elem	848	377 (44%)	101,786
Del Prado Elem	769	363 (47%)	98,006
Everglades Elem	821	268 (33%)	72,357
Grove Park Elem	573	242 (42%)	65,338
Calusa Elem	917	199 (22%)	53,728
Meadow Park Elem	681	0 (0%)	-
Totals	*11,591*	*5,238 (45%)*	*$1,568,570*

$\underline{\text{Tracking of Mobile Devices Needs Improvement}}$. According to the March 2020 email communication from IT Operations and the July training provided by the Educational Technology Department to schools, (1) the Destiny Resource Manager System is the designated software for tracking mobile device distributions, (2) the parent was required to sign the *Transfer of Property Form* before issuing a mobile device to the student for remote learning, and (3) schools' ITSAs should timely update the Destiny database after a mobile device was provided to the student.

Our May 2021 on-site observations at nine sample schools found the following exceptions:

- $\underline{\text{Status of Mobile Devices Not Recorded in the Destiny System}}$. Eight (89%) schools did not always record information to the Destiny System after devices were issued to students. Instead, the schools utilized spreadsheets or *Transfer of Property Forms* to track the status of devices. Specifically, during our May 2021 on-site observations, we found 566 Chromebooks (\$152,814) and four CTE Window Laptops (\$2,137) previously issued to students were not recorded as "checked-out" in the Destiny System.

- $\underline{\text{Destiny System Not Timely Updated}}$. Six (67%) schools did not timely update the Destiny System after some mobile devices were issued to students, with delays ranging from one to 153 calendar days.

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[7] CTE Windows Laptops are customized devices designated for the Career and Technical Education Program

- Mobile Devices Stored in Unsecured Locations. Five (56%) schools stored some mobile devices in unsecure locations, including unlocked areas accessible by all employees, locations prone to water damage, and the storage rooms for janitorial supplies and cleaning products.

Table 8 summarizes the results of our May 2021 on-site observations at nine sample schools.

Table 8
Results of OIG On-Site Observations of Mobile Devices at Nine Sample Schools
During May 2021

School	Some Mobile Devices Were Tracked by Spreadsheets or *Transfer of Property Forms* Instead of the Destiny System	Destiny System Not Timely Updated	Mobile Devices Stored in Unsecured Locations
Boca Raton High	√	√	√
Verde K-8	No Exceptions	No Exceptions	No Exceptions
Del Prado Elem	√	No Exceptions	No Exceptions
Lake Worth High	√	√	√
Coral Sunset Elem	√	√	√
Grove Park Elem	√	√	No Exceptions
Everglades Elem	√	No Exceptions	√
Calusa Elem	√	√	No Exceptions
Meadow Park Elem	√	√	√
# of Schools	*8*	*6*	*5*

Sources: (1) Schools' Instructional Technical Support Assistants
              (2) Destiny System

Recommendation

To ensure the mobile devices are properly safeguarded and the inventory records are accurately maintained:

- The status of mobile devices should be timely recorded and accurately updated in the Destiny System.

- Mobile devices maintained at the schools should be properly stored in safe and secured locations.

- The District should conduct periodic inventory of IT equipment at each school to ensure appropriate and adequate IT equipment is available for student use.

Management's Response: As these recommendations relate to school site processes, the Deputy Superintendent/Chief of Schools' Office in coordination with the Regional Offices will work closely together to ensure that the status of mobile devices are recorded accurately and in a timely manner and that devices maintained at the schools are properly stored in safe and secured locations.

Per Policy 8.124, the District currently conducts an end-of-year collection process and subsequent review of the device inventory at each school to ensure that there are enough devices to maintain 1:1 devices for students. As part of this process, unreturned devices are disabled (making them unusable). In addition, as of June 2022, two new tools are made available to school staff; a custom built application allows schools to track and locate the device by IP address and an application that displays current device inventory and check-in/out status for each school.

(See page 20.)

6. Destiny System's Inventory Tracking Features Need Improvement

The Destiny System provided schools with four status codes for tracking the mobile devices: (1) available, (2) checked-out, (3) lost, and (4) e-wasted. There were no designated status codes for devices that were (a) sent to IT Operations or a vendor for repair, and (b) in-transit to another school. Mobile devices sent out for repair or in-transit to another school were still coded as "available" in the Destiny System. Because relevant status codes were not available for those devices, the ITSAs at the originating schools would track the devices through various methods, such as computer spreadsheets.

The location of each mobile device transferred between schools was not updated in the Destiny System until the receiving school scanned and updated the location of the item into the Destiny System. During our on-site observations, we noted 127 transferred devices had not been timely updated into the Destiny System by the receiving schools. Some of these 127 devices had already been assigned to students at the receiving schools and were recorded on independent computer spreadsheets, instead of the Destiny System.

Due to the lack of appropriate status codes for devices sent out for repair and devices in-transit to other schools, the total number of "available" devices at the originating schools reported by the Destiny System were overstated.

Recommendation

To ensure the integrity and accuracy of the Destiny System database, the IT Division should review and update the Destiny System to ensure appropriate and adequate status codes are available for tracking all mobile devices. The information, including individual device location and status codes, should be accurately and timely recorded in the Destiny System.

Management's Response: Due to the urgent transition to remote learning in March 2020, an immediate decision was made to use the Destiny system to track school based 1:1 devices. The Destiny Library media system and its limitations: Destiny is used by Library media to track instructional materials at all our schools. There are many recommended changes in this audit that cannot be performed with Destiny, as it is not a full-fledged school based asset management system. Destiny is not a system built for the automatic tracking and management of electronic device assets and has limited functionality. Additionally, it does not presently allow for making changes to the recommended status code fields available to schools operators

without giving elevated security access to ALL other areas of the system. Therefore, at this time, the recommended changes would allow school-level users to edit the whole device object in Destiny and that could potentially compromise the integrity of the school's inventory.

IT recently implemented a custom built application that allows schools to track and locate the devices by IP address and an application that displays current device inventory and check-in/out status for each school.

IT is planning to evaluate and implement an integrated and enterprise Asset Management and Tracking System at our schools by September 2023, and will take the OIG recommendations into consideration.

(See page 20.)

7. **Students Assessed Inconsistent Fees for Damaged or Lost Devices**

School Board Policy 8.124 - Electronic Device Take Home Policy, codifies the standards and expectations of students and their parents/caregivers when District-owned electronic devices are assigned to the students for use at home or in school to support curriculum goals. ***Board Policy 8.124.2.b.iii*** states,

> *"If the technology assigned to a student is lost, stolen or damaged through negligence, vandalism, or failure to follow proper care guidelines, and is not covered in full by any warranty, then the **parent/caregiver is responsible for the cost of repair or replacement as stated in this Policy and according to the Student Device Depreciation** document (the Student Device Depreciation document is located on the Electronic Device Take Home Policy 8.124 Resources page on the Department of Educational Technology Website)."* [Emphasis added.]

Further, ***Board Policy 8.124.3.a.2.ii*** states,

> *"Principals/designees will consider the circumstances of each student with a lost/damaged device and work with parents/guardians to find ways to satisfy student obligations on a non-discriminatory basis."*

When a mobile device was assigned to a student, the student and parent/guardian were required to sign the *Student Chromebook Checkout Form* (See Exhibit 1 at 15) acknowledging that,

> *"I will assume full responsibility for replacing the equipment if it is lost, stolen, or damaged beyond repair. I will assume full responsibility for repairing the equipment if it is not returned in working order."*

The *Student Device Depreciation – FY20/21* document (See Exhibit 2 at 16) provides the full depreciated value of the device or replacement costs but does not have the costs for common repairs (e.g. broken screen and broken keyboard), which may be less than the fully depreciated value of each device.

Our review of student obligation records in the Student Information System (SIS) for damaged Chromebooks at 34 sample schools during October 2020 through September 2021 revealed students were charged replacement fees inconsistent with the *Student Device Depreciation – FY20/21* document for devices beyond repair or lost. Moreover, due to the lack of repair cost information, the fees collected from students varied for similar repairs. Table 9 provides examples of the inconsistent fees students were charged by 34 sample schools.

Table 9
Student Obligations for Repairs or Devices Damaged Beyond Repair or Lost
During October 2020 through September 2021

Description	Device Depreciation Value for FY 20/21	Minimum Charged	Maximum Charged
Device Damaged Beyond Repair or Lost			
Dell 3189	$177	$177	$300
Dell 11 3120	0	50	50
Dell 3100	216	216	216
Dell 3100 2-in-1	236	100	295
Dell 3180	52	50	52
Dell 3189	177	100	300
Dell Latitude 3150	0	50	50
HP Chromebook 11A G8	269	100	295
HP Chromebook 14A	306	306	306
HP ProBook 455 G7	535	517	538
Lenovo 300e	302	302	302
Chargers			
HP Chromebook	44	36	47
Dell Chargers	36	34	45
Screens			
Dell 3100	(See Note)	162	162
Dell 3189	(See Note)	135	177
HP Chromebook 11A G8	(See Note)	65	269
HP ProBook 455 G7	(See Note)	150	150
Lenovo 300e	(See Note)	152	153

Sources: (1) Student Information System - Obligation Reports for selected schools
           (2) Device Depreciation Document for FY 20/2021
           (3) Repair invoices for selected screen repairs
Note: The Depreciation Document did not contain prices for screen repairs.

Recommendation

To ensure students are assessed consistent fees for recovering the cost for repairing or replacing damaged or lost District's computer equipment loaned to them,

- The District should develop a uniform fee schedule for repair of common types of damages.

- Fees should only be assessed based on the District approved fee schedules.

Management's Response: The District has a District approved Depreciated fee schedule. School based personnel are not trained to diagnose specific problems/issues of non-functioning devices. When devices are sent out to be repaired, the District supplies the school with a replacement unit. Since it may take several months to diagnose, cost out, repair and receive the device back, it is not feasible for the obligation to wait that long. In addition, an initial issue of a cracked screen may not allow for the detection of other underlying issues with a device. Therefore, developing a repair parts schedule is not deemed appropriate. The District will treat devices the same as lost or damaged textbooks and will reinforce with school staff that the price a parent should pay is based on the District Approved Depreciated Fee Schedule whether the device is damaged or lost. Per Electronic Take Home School Board Policy 8.124, charges to students will be placed according to the Student Device Depreciation document.

(See page 21.)

Management's Additional Comments: In March 2020, the District needed to quickly pivot to a Remote Learning environment to respond to the global pandemic. An immediate decision was made to issue 1:1 devices to continue student learning remotely. Over the next several months, the District purchased ~80k Chromebooks for a cost of $32M. District and School staff performed what seemed to be an impossible task by getting these new units out to schools and then to students for the start of FY21.

With such a large number of new devices comes an increased volume of device management and repairs/damages. The entire process had to be modified in real time by IT Technical Operations to support such a large undertaking with the same staffing levels to the best of their abilities. The IT Technical Operations repair services budget increased from under $100K to over a Million dollars annually. As a result of this drastic change, the invoice and bill review process had to be modified to manage the vast increased volume of device repairs (one line per device) submitted by vendors.

(See page 19.)

– End of Report –

Exhibit 1
Transfer of Property Form

<mark>(Please only use this form and checkout a device if the student does not have access to a personal device at home)</mark>

THE SCHOOL DISTRICT OF
PALM BEACH COUNTY
Transfer of Property

2020 Palm Beach County School District Student Chromebook Checkout
Please note Chromebooks require internet access

School Name: _____

Teacher Name: _____

Classroom #: _____

Student Name: _____ **Date:** _____

Print Parent/Guardian Name: _____

Request to check out the following equipment:

Equipment Description (must be completed)

Dell Chromebook including charging cord (Schools - Please record this information in Destiny)

Model Number:_____

Serial #: _____

I will assume full responsibility for replacing the equipment if it is lost, stolen, or damaged beyond repair. I will assume full responsibility for repairing the equipment if it is not returned in working order. I understand that this computer is to be used by my son or daughter only and only for their assigned courses for this school year. I take responsibility for the internet content my son or daughter accesses with this device and understand the device should be returned the first day that classes resume.

Parent Signature: _____**Date:**_____

I understand and agree to the above conditions regarding my responsibility for this device and the internet content.

Student Signature:_____**Date:**_____

Principal/Designee Signature: _____**Date:**_____

16

Exhibit 2
Student Device Depreciation – FY20/21

Subject:	Damaged and Lost/Stolen Devices
Information Impacts:	All School Techs and Tech Coordinators
Action Required:	**Instructions for lost or damaged devices**
Contact:	IT Service Desk at (561) 242-4100
Date:	Thursday, October 7, 2020

To School Techs,

Thank you all for your hard work and collaboration in getting devices in the hands of our students across the District. We have had many questions regarding damaged or lost devices. Please keep in mind the following when dealing with such cases.

Damaged Devices:
District IT will handle repairs through our vendor who may provide a quote for partial repairs or replacement parts. If a student requests a repair and it is deemed as intentional damage, the Principal may place an obligation in the SIS on the student's account. School techs should create repair tickets using the existing repair process outlined in previous communication. If the device is deemed unrepairable, the device replacement cost is outlined in the chart below.

Lost/Stolen Devices:
If a device is reported as lost or stolen while in the possession of a student, this should be reported to School Police and may also be treated as an obligation in the SIS (see pricing chart below).

For instructions on adding obligation items to SIS please refer to the following:
https://docs.google.com/document/d/1n1ByzKb45c-80LGclTg2w8W_Gu9L0XUWO9aSesaoyko

The following book values are to be used for device obligations for the current school year:

Model	Average Purchase Date and Average Initial Cost	Depreciated Value for 8/2020 - 6/2021 (Total cost depreciated over 5 years)
Dell 5420, 5430, 3120, 3150, 7310	5+ years old, no longer supported	$0
Dell 3180	Apr 2016 - $260	$52
Dell 3189	Sep 2018 - $295	$177
Dell 3100 non-touch clamshell	Feb 2019 - $270	$216
Dell 3100 (2-in-1 Touch)	August 2019 - $295	$295
HP Chromebook 11A G8 EE 11.6" Chromebook	August 2020 - $269	$269
HP ProBook 455 G7 Notebook PC	August 2020 - $535	$535

Exhibit 2
Student Device Depreciation – FY20/21 (Continued)

Lenovo 100e Chromebook	July 2020 - $248	$248
Lenovo 300e Chromebook (2nd Gen)	July 2020 - $302	$302
Acer TravelMate B1 (Ed Foundation)	April 2020 - $234	$234
HP Chromebook 14a-na0022	August 2020 - $306	$306
HP Chromebook 3100 (Ed Foundation)	April 2020 - $199	$199
Samsung Chromebook 4	August 2020 - $257	$257

The cost for a Dell replacement charger is $36; an HP Chromebook charger is $44 (See Marketplace).

Thank you all for your assistance; any updates or changes to this process will be communicated.
For additional information, please contact the IT Service Desk at 561-242-4100.

Management's Response

THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FL
CHIEF FINANCIAL OFFICE
3300 FOREST HILL BOULEVARD, A-306
WEST PALM BEACH, FL 33406

HEATHER FREDERICK, CPA
CHIEF FINANCIAL OFFICER

MICHAEL J. BURKE
SUPERINTENDENT

PHONE: 561-434-8702 / FAX: 561-434-8568
WWW.PALMBEACHSCHOOLS.ORG

RECEIVED

JUL -5 2022

INSPECTOR GENERAL

MEMORANDUM

TO: Teresa Michael, Inspector General

FROM: Heather Frederick, Chief Financial Officer

DATE: July 5, 2022

SUBJECT: Response to Audit of Mobile Devices for Students' Remote Learning

In March 2020, the District needed to quickly pivot to a Remote Learning environment to respond to the global pandemic. An immediate decision was made to issue 1:1 devices to continue student learning remotely. Over the next several months, the District purchased ~80k Chromebooks for a cost of $32M. District and School staff performed what seemed to be an impossible task by getting these new units out to schools and then to students for the start of FY21.

With such a large number of new devices comes an increased volume of device management and repairs/damages. The entire process had to be modified in real time by IT Technical Operations to support such a large undertaking with the same staffing levels to the best of their abilities. The IT Technical Operations repair services budget increased from under $100K to over a Million dollars annually. As a result of this drastic change, the invoice and bill review process had to be modified to manage the vast increased volume of device repairs (one line per device) submitted by vendors.

Management reviewed the Audit of Mobile Devices for Students' Remote Learning and has the following responses to recommendations.

1. Mobile Device Prices Complied with the Purchase Contracts
Management Concurs the District spent ~$32M to purchase ~80k Chromebooks and complied with purchase contracts.

2. Vendor Overbilled the District by $27,834 for Chargers District Overpaid the Vendor by $26,921.70.
The Purchasing Department ensures that the price files align with the contract and this will be reinforced with the Purchasing Agents. The amount overpaid has been successfully recouped.

3. Oversight of Vendors' Repairs and Technical Assistance Services Needs Improvement
The invoices were reviewed against the eSupport device tickets **prior** to paying invoices. It is the responsibility of the person entering the receipt to validate the invoice is correct. There is no requirement to include additional billing details besides the invoice in the AP system. To enhance the existing procedures a more detailed review is being performed by a higher level employee. All over billings have been successfully recouped.

The School District of Palm Beach County, Florida
A Top High-Performing A-Rated School District
An Equal Opportunity Education Provider and Employer

Management's Response

4. Vendor Had Update Access to the District's e-Support System

The District currently contracts with an outsourced vendor for device repair. As a contracted employee, the appropriate access has been provided.

Management would like to indicate that the eSupport application currently logs all ticket activity initiated by either vendor or District staff (i.e. user who created, updated and closed each ticket). Damaged devices are initially assessed by District IT staff and if the repair could not be completed by internal teams, then a second, eSupport Incident request ticket is created and forwarded to the contracted vendor, to complete the repair. The IR that is closed by the vendor is the secondary ticket, and the one originally created by the school is closed by District IT staff.

The IT Technical Operations, Enterprise Applications and Purchasing teams will work collaboratively to replace the current ticketing system with a comprehensive ITIL ITSM and IT Asset Management system by September 2023. This new system should limit vendor access and support the new volume of device assets as a result of the 1:1 environment. In the short-term, IT is currently working on a separate ticket exclusively for damaged devices which will allow IT to limit third party users to a specific set of actions (i.e. not opening and closing damage device tickets) by August 2022.

5. Inventory Controls for Mobile Devices Need Improvement

As these recommendations relate to school site processes, the Deputy Superintendent/Chief of Schools' Office in coordination with the Regional Offices will work closely together to ensure that the status of mobile devices are recorded accurately and in a timely manner and that devices maintained at the schools are properly stored in safe and secured locations.

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Management's Response

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IT is planning to evaluate and implement an integrated and enterprise Asset Management and Tracking System at our schools by September 2023, and will take the OIG recommendations into consideration.

7. Students Assessed Inconsistent Fees for Damaged or Lost Devices

The District has a District approved Depreciated fee schedule. School based personnel are not trained to diagnose specific problems/issues of non-functioning devices. When devices are sent out to be repaired, the District supplies the school with a replacement unit. Since it may take several months to diagnose, cost out, repair and receive the device back, it is not feasible for the obligation to wait that long. In addition, an initial issue of a cracked screen may not allow for the detection of other underlying issues with a device. Therefore, developing a repair parts schedule is not deemed appropriate. The District will treat devices the same as lost or damaged textbooks and will reinforce with school staff that the price a parent should pay is based on the District Approved Depreciated Fee Schedule whether the device is damaged or lost. Per Electronic Take Home School Board Policy 8.124, charges to students will be placed according to the Student Device Depreciation document.

HF/NS