

Consulting Report

AH-2006 Microsoft Intune Implementation

May 26, 2022

Cindy Rougeou, LASERS Executive Director
The LASERS Audit Committee

BACKGROUND

This was an unbudgeted engagement performed by Audit Services. The fieldwork for this engagement was completed on May 20, 2022.

LASERS IT Division initiated a project to replace the LASERS mobile device management (MDM) solution, AirWatch, with Microsoft Intune. LASERS utilized AirWatch to manage security related features for cell phones approved to connect to LASERS email system. Some examples of key features available with both MDM solutions include:

- Ensuring devices have a passcode setup.
- Ability to wipe enterprise data from a device or the entire device, if necessary.
- Tracking of devices in case they are lost or stolen.
- Ability to detect devices that have been modified (e.g., jailbroken) which poses significant security risks and disallow them from establishing a connection.

Microsoft Intune directly replaces all functionality of AirWatch and was selected by IT for the following additional primary reasons:

- Ranked as a leader in MDM.
- Met LASERS security requirements.
- LASERS was already paying for user licenses through their Microsoft 365 enterprise subscription which would result in a cost savings after transitioning to Microsoft Intune.
- Ability to manage other devices besides cell phones (i.e., tablets, laptops, and desktops) which allows for more advanced tracking and management of LASERS assets and inventory reporting.

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SCOPE, OBJECTIVES, AND METHODOLOGY

The scope of the engagement covered the implementation of Microsoft Intune as a replacement of AirWatch.

The primary objectives of this engagement were to determine if:

- Microsoft Intune has adequate controls in place to protect LASERS data.
- Microsoft Intune meets all LASERS security requirements and has obtained certain third-party security certifications.
- The implementation and configuration of Microsoft Intune aligns with best practices.
- All migration and configuration steps were properly completed for LASERS owned cell phones and iPads managed within LASERS MDM solution.

Procedures used to complete this engagement included:

- Consulting with IT to ensure the project met all objectives.
- Reviewing the security documentation to confirm Microsoft met LASERS security standards.
- Confirming LASERS owned cell phones and iPads were successfully migrated to Microsoft Intune.
- Conducting other inquiries considered necessary to achieve engagement objectives.

This engagement was conducted in accordance with the Institute of Internal Auditors' International Standards for the Professional Practice of Internal Auditing and the policies and procedures of the Audit Services Division.

ENGAGEMENT SUMMARY

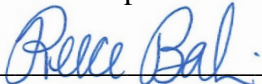
Audit Services participated in a consulting role in the implementation of Microsoft Intune. Audit Services performed the following key activities:

- Reviewed the vendor analysis completed by LASERS IT and confirmed that Microsoft Intune was an appropriate replacement vendor for LASERS MDM solution.
- Confirmed that Microsoft Intune met LASERS security requirements and has obtained certain third-party security certifications.
- Analyzed the Verizon Wireless bill and JD Edwards inventory listing to confirm that all applicable devices were properly migrated to Microsoft Intune.

After completion of these activities, Audit Services confirmed that the implementation of Microsoft Intune was successful and that the LASERS owned cell phones and iPads are successfully being managed by this MDM solution.

FOLLOW-UP

No follow-up is necessary.



Reece Babin
Auditor



Ryan Babin, CPA, CIA, CISA
Audit Services Director

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