



Wicomico County, Maryland

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Internal Auditor's Follow-up Report

The County Council and County Executive of Wicomico County, Maryland:

The following is a status report concerning the findings from the Telecommunications Audit (report dated October 18, 2011). Review of the status revealed very little change in county telecommunications (currently in place) since the audit. We are currently under a three-year contract for Centrex service with Verizon that began in March 2012. The County Purchasing and IT are working to restructure and upgrade the County phone system. Upgrades will include hardware, software, infrastructure, and service.

The County is considering the following:

- New technology (specifically fiber optics leasing arrangements)
- Efficiency consulting contractors
- Internet fax lines involving the intranet and/or the centralized printer system
- New phones (phones in use are no longer manufactured)
- Upgraded switching systems
- Other telecommunications service providers

IA feels that management currently demonstrates a proactive approach to solving the problems enumerated in the original audit report. Additionally per management, the Executive proposed adding a position to the Purchasing Agent's staff to assist with technology procurement and management. Unless instructed otherwise by Council, IA plans to monitor County efforts to improve the phone system informally over the next year. We can report to Council and the Executive on the progress as deemed necessary, as requested, or at the end of the year.

Respectfully submitted,

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Internal Auditor