

Process steps

Title:	Return of Equipment for remote workers
Related to:	DAS 50.050.01, OHA 010-023
Effective date:	12/06/2021

Purpose

This document provides processes for the return of state equipment located in a remote work setting when an individual needs equipment placed for repair or life-cycle reasons or when an individual leaves state service.

Process

1. When a state-issued cell phone needs to be returned to ODHS|OHA for lifecycle replacement or because the individual is leaving state service:
 - a. Manager or designee:
 - A. Contacts the individual working remotely in Oregon to arrange for return or exchange of equipment. An individual working remotely in Oregon may be asked to come to an ODHS|OHA state operated office to return or exchange equipment, unless the individual has an agreed accommodation.
 - B. Provides the individual working remotely in another state a paid shipping label for return of the equipment and ships the new equipment, if applicable.
 - C. Notifies the individual working remotely to update the equipment section in the asset inventory in Workday.
 - D. Ensures the MSC 0050 is updated, and the updated copy is signed by the individual working remotely.
 - E. Uploads the MSC 0050 to Workday.
 - F. Ensures the individual is not on litigation hold prior to returning the phone to the manufacturer.
 - b. The individual working remotely:
 - A. Returns the equipment using the paid label.
 - B. Updates the MSC 0050 and returns it to the manager or designee.
 - C. Updates the equipment section in the asset inventory.
2. When computer equipment or related accessories need to be returned to ODHS|OHA because of life cycle replacement ITAM initiates the equipment change by contacting the manager, designee, or individual working remotely to verify the individual's address.
 - a. An individual working remotely in Oregon may be asked to come to an ODHS|OHA state operated office to return or exchange equipment, unless the individual has an agreed accommodation.
 - b. For an individual working remotely out of state:

- A. ITAM and the individual follow step 4b of this process for the return of equipment.
- B. The individual and ITAM follow the process to provide equipment for remote workers detailed in (verify #).
3. When equipment needs to be returned to ODHS|OHA because of employment termination, the manager or designee reviews the MSC 0050 and arranges for the return of equipment.
 - a. An individual working remotely in Oregon may be asked to come to an ODHS|OHA state operated office to return or exchange equipment, unless the individual has an agreed accommodation.
 - b. For an individual working remotely in another state:
 - A. For computer equipment issued through ITAM, manager or designee contacts ITAM to arrange equipment return (see step 4).
 - B. For additional equipment such as chairs, manager or designees contacts the Office of Facilities Management (OFM) to arrange equipment return (see step 5).
4. For computer equipment issued through ITAM, manager or designee contacts ITAM through computerrequest@dhsoha.state.or.us to arrange equipment return.
 - a. Manager or designee provides:
 - A. Out-of-state employee separation requiring equipment return and access termination.
 - B. The current address of the individual being terminated where ITAM needs to send the required shipping label, and a secondary contact method, either email or phone number.
 - b. ITAM:
 - A. Verifies current address with the individual working remotely.
 - B. Provides a prepaid shipping label and other necessary shipping supplies to the individual.
 - C. Codes the shipping cost for tracking remote work costs, in accordance with ITAM process.
 - D. Provides replacement equipment as appropriate.
 - c. Individual uses the materials provided by ITAM to return the equipment.
5. For additional equipment such as chairs, manager or designee contacts OFM through DHS-OHA.workorders@dhsoha.state.or.us to arrange equipment return.
 - a. Manager or designee provides:
 - A. Out-of-state employee separation requiring equipment return.
 - B. The current address of the individual being terminated where OFM needs to send the required shipping materials and a secondary contact method, either email or phone number.
 - b. OFM:
 - A. Uses secondary contact method to verify address.
 - B. Provides necessary shipping supplies to the individual.
 - C. Arranges for pickup of the equipment.
 - D. Codes the shipping cost for tracking remote work costs, in accordance with OFM process.
6. If an individual working remotely refuses to return equipment, managers or their designee should consult with OIS or OFM and the agency Human Resources partner.

References

Forms referenced

Related policies

[DAS 50.050.01 Working Remotely](#)

[OHA 010-023 Flexible Work Solutions Policy](#)

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