

## Operational Policy

<b>Policy title:</b>	Mobile Communication Devices Policy		
<b>Policy number:</b>	DHS OHA-070-001		
<b>Original date:</b>	08/11/2003 (DHS only)	<b>Last update:</b>	02/21/2017 (DHS OHA)
<b>Approved:</b>	Mark Fairbanks, CFO, OHA                      Reginald Richardson, Deputy Director, DHS		

### Purpose

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) manage mobile communication devices (MCDs) to ensure that agency and individual information remains secure when individuals access information through mobile devices including cellular phones, smart phones, Mi-Fi, Hotspots, modems, and approved personal devices.

### Description

This policy describes the standards for use of agency-owned or approved personal mobile communication devices that access DHS and OHA information systems to ensure information stored or used by the agencies is protected against unauthorized access.

### Applicability

This policy applies to all DHS and OHA staff including employees, volunteers, trainees, interns, partners, and contractors.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

### Policy

1. All DHS and OHA staff using agency-owned or approved personal devices for work purposes shall follow the Oregon Department of Administrative Services (DAS) policies, and referenced DHS|OHA policies and processes.
2. DHS, OHA, and the Office of Information Services (OIS) have designated specific standards for device manufacturers, makes, and models that are allowed to be purchased or place in service. OIS maintains the controlled list of allowed devices.
3. Agency designated mobile communication device coordinators shall manage all agency-owned mobile communication devices and services using the agency provided tools, rules, and processes for:
  - a. Ordering

- b. Updating inventory and users
- c. Validating utilization reports
- d. Recycling and disposal
4. DHS and OHA shall issue, replace or upgrade agency-owned mobile communication devices in accordance with business need.
5. DHS and OHA shall issue mobile communication devices to an approved individual when the individual completes form [MSC 1496](#).
6. Individuals requesting approval to use personal devices shall complete form [MSC 2006](#).
7. All agency-owned mobile communication devices, including emergency preparedness and office check-out devices, shall be assigned to an active individual user account.
8. If an agency-owned mobile communication device is assigned to an inactive employee or is not used for an extended period, the service may be suspended or canceled.
9. OIS staff shall provide set-up instructions and technical support for agency-owned mobile communication devices and limited corporate application support for approved personal devices.
10. All agency-owned and approved personal devices shall contain required device encryption and meet password standards.
11. DHS and OHA mobile device management software shall be installed and functional on all agency-owned or approved personal devices accessing agency information systems.
12. All DHS and OHA staff shall maintain and upgrade the operating systems on all mobile communication devices in accordance with OIS direction.
13. When storing work-related information, DHS and OHA staff shall use only agency approved storage.
14. Unless approved by the Mobile Communication Device Coordinator, no DHS or OHA staff shall use agency-owned devices to make international calls.
15. No DHS or OHA staff shall store work related information on a non-approved personal device or personal information, including photos, music, and applications, on an agency-owned device.
16. If agency-owned mobile communication devices or approved personal device are lost or stolen, the DHS or OHA employee responsible for the devices shall report the loss immediately to their supervisor, designated mobile communication device coordinator, and the Information Security and Privacy Office.
17. If DHS|OHA policy conflicts with federal or state statute or rule, that statute or rule supersedes unless the DHS|OHA policy provides more protection.

## References

- [ORS 182.122 Statewide Information Security Standards](#)
- [DHS|OHA 070-001-01 Acquiring, Replacing, or Upgrading Mobile Communication Device](#)
- [DHS|OHA 070-001-02 Lost or Stolen Mobile Communication Device](#)
- [DHS|OHA 070-001-03 Enrollment of MCD in Mobile Device Management Systems](#)
- [DHS|OHA 070-001-04 Mobile Communication Device Coordination Guidelines](#)
- [DHS|OHA 070-001-05 Mobile Device Operating System Upgrade Guidelines](#)
- [DHS|OHA 070-001-06 Using a Personal Communication Device for State Business](#)
- [DHS|OHA-070-001-07 Appointing and Managing Mobile Communication Device Coordinators](#)
- [DHS|OHA-070-001-08 Request Mobile Devices or Accessories Process Map](#)
- [DHS|OHA-070-001-09 Lost/Stolen Mobile Device Process Map](#)
- [DHS|OHA-070-001-10 Change Mobile Device User Process Map](#)
- [DHS|OHA-070-001-11 Billing Change Process Map](#)
- [DHS|OHA-070-001-12 Personal Device Request Process Map](#)

## **Forms referenced**

[MSC 0050 Employee Assigned Property Tracking Document](#)  
[MSC 0796 Mobile Communication Device Coordinator Request Form](#)  
[MSC 1496 Mobile Communication Device Request Order/Change Form](#)  
[MSC 2006 Use of Personal Communication Device Request Form](#)

## **Related policies**

[DAS 104-004-110 Acceptable Use of State Information Assets](#)  
[DAS 107-001-015 Internal Controls for the Management of Mobile Communication Devices](#)  
[DAS 107-001-020 Public Records Management Policy](#)  
[DAS 107-004-051 Controlling Portable and Removable Storage Devices](#)  
[DAS 107-004-052 Information Security](#)  
[DAS 107-004-120 Information Security Incident Response](#)  
[DHS-040-002 Employee Assigned Property](#)  
[DHS-060-037 Use of State Property](#)

## **Contact**

Technical Assistance:  
Office of Information Services  
Service Desk: 503-945-5623  
[DHS.ServiceDesk@state.or.us](mailto:DHS.ServiceDesk@state.or.us)

## **Policy history**

8/11/2003 Initial Release  
03/19/2015 Established joint DHS|OHA policy  
02/21/2017 Revised joint DHS|OHA policy

## **Keywords**

Active sync, air cards, approved personal devices, agency-owned MCDs, BYOD, Bring Your Own Device, cell phones, cellular service, communication, corporate devices, device, encryption, OIS Collaborative Communications, line of service, Mi-Fi/Hotspot/modem, mobile, mobile communication device, Mobile Communication Device Coordinator, mobile device management, MDM, personal device, smart phone, USB modems, wireless, Western States Contract Alliance, WSCA

---

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this document in another format or language, contact the Publications and Design Section at 503-378-3486, 7-1-1 for TTY, or email [dhs-oha.publicationrequest@state.or.us](mailto:dhs-oha.publicationrequest@state.or.us).