

Process Steps

Title:	ODHS OHA 070-001-01 Acquiring, Replacing or Upgrading Mobile Communication Device
Related to:	ODHS OHA 070-001 Mobile Communication Devices
Effective date:	12/07/2020

Purpose

This document provides a step-by-step explanation for replacing, upgrading or acquiring a new mobile communication device (MCD).

Applicability

This process applies to all Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) staff including employees, volunteers, and interns as well as contractors and partners.

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.

Process Steps

1. The employee:
 - a. Completes the form MSC1496 requesting a new, replacement, or upgraded device.
 - b. Signs the MSC1496 indicating their agreement to follow the terms and conditions required by ODHS and OHA.
 - c. Submits the completed MSC 1496 and any justification information to their manager.
2. The manager reviews the MSC 1496 considering justification for approval:
 - a. Does a business need exist that justifies the cost of the device and monthly service fees?
 - b. Does sufficient ongoing budget exist to cover the continuing expense of the device and service?
3. If approved, the manager:
 - a. Reviews all related policies with the employee.
 - b. Obtains any additional approvals required by the specific business area, including those required for signature authority for the purchase of the device and reoccurring monthly service.
 - c. Signs the MSC 1496 indicating their approval and the completion of the above steps.
4. The manager submits the MSC 1496 to their MCD Coordinator for processing.
5. The MCD Coordinator places the order for the new, replacement, or upgraded device using the ordering process and system provided by the Office of Information Services (OIS).

6. The MCD Coordinator provides the device and any applicable setup instructions to the employee and the employee's manager.
7. The manager and employee update the MSC 0050.
8. The employee completes the setup of the device according to the instructions created by OIS and provided by the MCD Coordinator, including any and all mandatory device management applications or configuration settings.
9. The employee returns any old devices to the MCD Coordinator for secure recycling or disposal.

References

[ODHS|OHA 070-001-08 Request Mobile Devices or Accessories Process Map](#)

[ODHS|OHA 070-001-10 Change Mobile Device User Process Map](#)

Forms referenced

[MSC 1496 DHS|OHA Mobile Communication Device Order/Change Request Form](#)

[MSC 0050 DHS|OHA Employee Assigned Property Tracking Document](#)

Related policies

[ODHS|OHA 070-001 Mobile Communication Devices](#)

Contact

Office of Information Services

Service Desk

(503) 945-5623

ois.servicedesk@dhsoha.state.or.us

Guidelines history

Version 1 DHS|OHA established 3/19/2015

Version 2 DHS|OHA reviewed with no changes 02/21/2017

Version 3 DHS|OHA reviewed with no changes 12/07/2020

Keywords

Access, confidentiality, data security, incidents, information security, integrity, inventory, monitoring, physical securities, protect, remediating, security measures, storage

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.