

Process Steps

Title:	DHS OHA-070-001-01 Acquiring, Replacing or Upgrading Mobile Communication Device
Related to:	DHS OHA-070-001 Mobile Communication Devices
Effective date:	03/19/15

Purpose

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

Process Steps

1. The employee:
 - a. Completes the form [MSC 1496](#) requesting a new, replacement, or upgraded device.
 - b. Signs the [MSC 1496](#) indicating their agreement to follow the terms and conditions required by the Department of Human Services (DHS) and the Oregon Health Authority (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.
 - 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

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

[DHS|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

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

Contact

Office of Information Services

Service Desk

(503) 945-5623

dhs.servicedesk@state.or.us

Process history

Version 1 DHS|OHA established 3/19/15

Version 2 DHS|OHA reviewed with no changes 02/21/17

Keywords

Air cards, cell phone, cell service, communication, communication devices, corporate devices, device, disposal, hotspot, iPhone, line of service, MCD, Mi-Fi, mobile, mobile communication device, mobile communication device coordinator, modem, OIS Collaborative Communications, recycle, smart phone, USB modems, upgrading, wireless

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.