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

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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

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