

Process Steps

Title:	DHS OHA-070-001-02 Lost or Stolen Mobile Communication Device
Related to:	DHS OHA-070-001 Mobile Communication Devices
Effective date:	03/19/15

Purpose

This document provides step-by-step instructions for reporting lost or stolen mobile communication devices, including cell phones, smart phones, Wi-fi only devices, iPads, mobile data cards, USBs and any agency owned or agency approved personal device with a mobile line of service being used for state business purposes.

Process Steps

1. When a mobile communication device (MCD) is lost or stolen the employee immediately notifies:
 - a. Employee's supervisor or manager (for all devices).
 - b. Employee's MCD coordinator (for all devices).
 - c. Office of Information Services (OIS) Collaborative Communications through the OIS Service Desk (for all smartphones and iPads).
 - d. Information Security and Privacy Office (ISPO) using the MSC 3001 (for all smartphones, iPads, and any time confidential agency data on a device may be at risk).
2. OIS shall:
 - a. Create an OIS Service Desk Ticket if one is not already created for tracking purposes.
 - b. Use the agency's mobile device management (MDM) system to determine last known location and securely wipe the device if possible.
 - c. Suspend and restrict the line of service for the device or work with the employee to suspend their own personal carrier service.
 - d. Notify the MCD coordinator.
 - e. Close the OIS Service Desk Ticket.
3. For all smartphones and iPads, the MCD coordinator:
 - a. Ensures that OIS has been notified.
 - b. Confirms the OIS wipe attempt is complete before replacing, cancelling or suspending service because suspension of cellular service may prevent OIS from being able to reach the device.
4. For all other mobile devices (non-smartphones) the MCD coordinator immediately notifies the responsible mobile service management vendor to suspend the line of service.
5. The employee completes a new MSC 1496 if the device was agency-owned and a replacement device is needed. The agency will not replace approved personal devices, even if the device was lost or stolen during work hours.
6. The manager:

- a. Updates the employee's MSC 0050.
 - b. Decides whether a replacement mobile device is needed.
 - A. If yes, the manager approves and signs the employee's new MSC 1496 and submits to the MCD coordinator.
 - B. If no, the manager notifies the MCD coordinator to permanently cancel the service.
 - c. Decides whether a police report is necessary and files if required.
7. The MCD coordinator:
- a. Processes the MSC 1496 for a replacement device or cancels service.
 - b. Requests the removal of any suspensions or restrictions placed on the line of service when a replacement device is activated.

References

[DHS|OHA-070-001-009 Lost/Stolen Mobile Device Process Map](#)

Forms referenced

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

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

[MSC 3001 DHS|OHA Privacy/Security Incident Report](#)

Related policies

[DHS-040-002 Employee Assigned Property](#)

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

[DHS|OHA-090-005 Security Incident Management](#)

[DAS 107-004-052 Information Security](#)

[DAS 107-004-120 Information Security Incident Response](#)

Contact

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Service Desk

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Process history

Version 1 DHS|OHA established 3/19/15

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

Keywords

Active sync, air cards, approved personal devices, agency-owned MCDs, BYOD, Bring Your Own Device, cell phones, cellular service, communication, corporate devices, device, hotspot, line of service, MCD, Mi-Fi, , mobile, mobile communication device, mobile communication device coordinator, mobile device management, MDM, modem, OIS Collaborative Communications, personal device, smart phone, USB modems, wireless

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