

Guidelines

Title:	DHS OHA-070-001-03 Enrollment of MCD in Mobile Device Management Systems
Related to:	DHS OHA-070-001 Mobile Communication Devices
Effective date:	02/21/2017

Purpose

This document provides a step-by-step explanation for enrolling mobile communication devices (MCDs) into the agency's mobile device management (MDM) system, and applies to all agency owned and approved personal communication devices (iPhone, iPad, Android, BlackBerry, etc.) that are not managed by another agency's MDM system (such as agency's Windows domain management system).

Guidelines

1. Employees wishing to be issued a state-owned MCD or have a personal device approved for state use shall follow all processes identified in [DHS|OHA 070-001-01](#) or [DHS|OHA 070-001-06](#).
2. An employee who receives a state-owned MCD shall set up the device according to the instructions created by the Office of Information Services (OIS). Setup shall include the installation of the agency's mobile device management (MDM) system.
3. Any employee issued a state-owned device shall be in active status as determined by the Office of Human Resources.
4. Employees shall comply with all device setting restrictions enforced by the agency's MDM. These restrictions include, but are not limited to:
 - a. The device shall be password protected.
 - b. The device shall be encrypted.
 - c. The device shall allow the agency's MDM system to access device information and location.
 - d. The device shall allow the agency's MDM system to access the network and MDM servers.
 - e. The device shall have an authentic operating system approved by OIS. "Jailbreaking" or "rooting" of devices is prohibited.
 - f. The device operating system shall be updated according to version requirements directed by OIS.
5. Employees shall update their mobile devices when updates to the MDM application are made available or when otherwise instructed by OIS.
6. Employees will be notified when possible that their device or application is out of compliance with these guidelines. In order to receive proper notification:
 - a. The device shall be assigned to the appropriate employee and valid employee ID number.
 - b. The employee shall have a valid agency email address.

7. Failure to properly install, enroll, configure, and update the agency's MDM system on the device or comply with the device setting restrictions may result in the following actions:
 - a. The MCD coordinator and management may be notified.
 - b. The device may be restricted from accessing state information systems.
 - c. The device may be restricted from connecting to the carrier network (service suspension).
 - d. The device may be partially or fully wiped and cleared of all information.

References

[DHS|OHA 070-001-01 Acquiring, Replacing, or Upgrading Mobile Communication Device](#)
[DHS|OHA 070-001-05 Mobile Device Operating System Upgrade Guidelines](#)
[DHS|OHA 070-001-06 Using a Personal Communication Device for State Business](#)

Forms referenced

None

Related policies

[DAS 107-001-020 Public Records Management Policy](#)
[DHS|OHA-070-001 Mobile Communication Devices](#)

Contact

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Guidelines history

Version 1 DHS|OHA established 3/19/2015
Version 2 DHS|OHA revised 02/21/2017

Keywords

Active sync, approved personal devices, agency-owned MCDs, BYOD, Bring Your Own Device, cellular service, communication, corporate devices, device, encryption, enrollment, jailbreaking, line of service, MCD, mobile, mobile communication device, mobile communication device coordinator, mobile device management system, MDS, OIS Collaborative Communications, personal device, rooting, smart phone, wireless

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