Guidelines

Title:	ODHS|OHA 070-001-04 Mobile Communication Device Coordination Guidelines
Related to:	ODHS|OHA 070-001 Mobile Communication Devices Policy
Effective date:	12/07/2020

Purpose

This document provides guidelines for mobile communication device (MCD) Coordinators and for the organization of agency resources to ensure efficient oversight and coordination of mobile device use within the Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA).

Guidelines

1. The agency and program area management team assist the Office of Information Services (OIS) in determining the appropriate level of organizational information necessary for mobile device management and payments in each area.
2. In order to maintain the appropriate level of security in the mobile service management system, a structured organizational hierarchy is maintained using strict naming conventions.
   a. Business Area ([AGENCY]-[PROGRAM AREA]-[SUBGROUP])
   b. Region (District 01-16)
   c. Local Office ([physical address of office without suite numbers])
3. All mobile devices are managed by at least one MCD Coordinator.
4. In order to make payments to cellular carriers efficient and timely, the MCD Coordinator maintains accurate billing information for each line of service within the mobile service management system with the following:
   a. Valid INDEX code
   b. Valid PCA code
5. The Office of Financial Services (OFS) is the authoritative source for valid INDEX and PCA codes.
6. OIS maintains the valid INDEX and PCA code list in the mobile service management system as required by OFS policy.
7. When notified that an invalid code is in use, OIS modifies the mobile service management system record to use the default payroll labor cost codes.
8. OIS notifies the MCD Coordinator any time the default codes have been implemented for a line of service so they may be changed if necessary.
9. MCD Coordinators ensures that all devices are assigned to an active employee as determined by the Office of Human Resources.
   a. The individual's employee ID is entered in the mobile service management system record.
   b. Devices assigned to an inactive employee is placed in suspended status and prevented from accessing agency data.

c. OIS notifies the MCD Coordinator any time an inactive employee is assigned to a device.

10. At least one MCD Coordinator performs a monthly review and acknowledgement of the billing information for the lines of service within their records. This review should cover the following areas.

 a. Identify and research any unused devices for possible redistribution or cancellation

 b. Identify and research any excessive or abnormal usage for a line of service.

  A. A primary indicator of excessive use would be the amount of usage is unusually high for the individual's job function or compared to their average use in previous months.

  B. Another indicator could be unusual charges for international roaming or other miscellaneous charges.

  C. Any excessive or abnormal usage should be brought to the attention of the employee's supervisor.

 c. Validate any lines of service on hold by the MCD Coordinators, Human Resources, or legal liaisons.

11. All individuals will receive a monthly individual Device and Consumption Notice via email that lists the devices assigned to them and their amount of usage for the previous billing cycle.

 a. All individuals should review their individual notices for the accuracy of their assigned devices and reported usage.

 b. Any discrepancies should be immediately reported to their MCD Coordinator.

References

Current mobile service management system for activation, deactivation is Wireless Watchdogs

DHS|OHA 070-001-011 Billing Change Process Map

Related policies

ODHS|OHA 070-001 Mobile Communication Devices Policy

Contact

Office of Information Services

Service Desk

(503) 945-5623

ois.servicedesk@dhsoha.state.or.us

Guidelines history

Version 1 DHS|OHA established 3/19/15

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

Version 3 ODHS|OHA revised 12/07/2020

Keywords

Air cards, approved personal devices, agency-owned MCDs, BYOD, Bring Your Own Device, cell phones, cellular service, communication, corporate devices, device, encryption, hotspot, line of service, MCD, Mi-Fi, mobile, mobile communication device, mobile communication device

coordinator, mobile service management system, MDM, modem, OIS Collaborative Communications, personal device, smart phone, USB modems, wireless,

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