

Guidelines

Title:	DHS OHA-070-001-04 Mobile Communication Device Coordination Guidelines
Related to:	DHS OHA-070-001 Mobile Communication Devices
Effective date:	03/19/15

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 Department of Human Services (DHS) 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 shall be 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 shall be managed by at least one MCD coordinator.
4. In order to make payments to cellular carriers efficient and timely, the MCD coordinator shall maintain accurate billing information for each line of service within the mobile service management system.
 - a. Valid INDEX code shall be provided.
 - b. Valid PCA code shall be provided.
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 shall ensure that all devices are assigned to an active employee as determined by the Office of Human Resources.
 - a. The user's employee ID and email address shall be entered in the mobile service management system record.

- b. Devices assigned to an inactive employee shall be placed in suspended status and prevented from accessing agency data.
- c. OIS shall notify the MCD coordinator any time an inactive employee is assigned to a device.

References

Current mobile service management system for activation, deactivation is Wireless Watchdogs
[DHS|OHA-070-001-11 Billing Change Process Map](#)

Forms referenced

None

Related policies

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

Contact

Office of Information Services
Service Desk
(503) 945-5623
dhs.servicedesk@state.or.us

Guidelines history

Version 1 DHS|OHA established 3/19/15
Version 2 DHS|OHA reviewed with no changes 02/21/17

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, Western States Contract Alliance, WSCA

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