

Guidelines

Title:	DHS OHA-070-001-05 Mobile Operating System Upgrade Guidelines
Related to:	DHS OHA-070-001 Mobile Communication Devices
Effective date:	03/19/15

Purpose

This document provides guidelines for updating operating systems on agency-owned or approved personal mobile communication devices in accordance with Office of Information Services (OIS) requirements. These guidelines apply to smartphones, iPads, and standard cellphone and firmware operating systems.

Guidelines

1. All device operating systems shall have the authentic operating system software or firmware released by the device manufacturer. Users shall not alter operating systems or firmware, also known as “jailbreaking” or “rooting” devices.
2. The MINIMUM and MAXIMUM versions of levels of device operating systems shall be determined by OIS. Individual users are responsible for being aware of OIS communications and maintaining their devices accordingly.
 - a. Newly released operating system versions will NOT typically be approved by OIS for at least 30 days from release, unless OIS deems it necessary to immediately address a security or performance issue.
 - A. Users shall ignore press releases about upgrading to the latest and greatest new version.
 - B. Users shall ignore indicators or pop-up messages on their device to update.
 - b. OIS shall communicate the minimum and maximum levels as new versions are released or new minimum restrictions are set.
 - c. OIS shall communicate directly to any user when a device is out of compliance.
 - d. Users may check the OIS website at any time for the most up-to-date information related to version level restrictions.
3. Installation of approved operating system updates shall be performed as instructed and according to the OIS setup and configuration instructions. Users may ask their MCD coordinator, visit the OIS website, or contact the OIS Service Desk for these instructions.
4. Some older devices may not be capable of updating to newer operating systems.
 - a. If a device is not able to maintain the minimum allowed version, the device shall be replaced with a newer model.
 - b. If an outdated device is owned by the agency, the user shall complete the [MSC 1496 form](#) to have the device replaced with a newer model.
 - c. If an outdated device is an approved personal device, the replacement is at the user’s personal expense.

5. Any agency-owned or approved personal devices that have operating systems outside the minimum and maximum allowed versions, may be restricted from accessing the agency's information systems or may have their service interrupted until the issue has been corrected.
6. If a device is updated before OIS approves the version and the device cannot be rolled-back to the previous version, the device access may be restricted until another version is approved by OIS.

References

[ORS 182.122 Statewide Information Security Standards](#)

Forms referenced

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

Related policies

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

Contact

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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, authentic operating system software, BYOD, Bring Your Own Device, cell phones, cellular service, communication, corporate devices, device, encryption, firmware, hotspot, jailbreaking, line of service, MCD, Mi-Fi, mobile, mobile communication device, mobile communication device coordinator, mobile device management, MDM, modem, OIS Collaborative Communications, personal device, rooting, smart phone, USB modems, wireless, Western States Contract Alliance, WSCA

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