

Process Steps

Title:	DHS OHA-070-001-07 Appointing and Managing Mobile Communication Device Coordinators
Related to:	DHS OHA-070-001 Mobile Communication Devices
Effective date:	3/19/15

Purpose

This document provides step-by-step instructions for appointing, updating or removing a mobile communication device (MCD) coordinator. MCD coordinators are responsible for managing the mobile devices within a designated business entity of the Department of Human Services (DHS) or the Oregon Health Authority (OHA).

Process Steps

1. The agency, program manager or business entity manager determines a need for a mobile communication device (MCD) coordinator modification to ensure adequate coverage.
 - a. MCD coordinators should be:
 - A. Assigned to manage users in a business area of manageable size.
 - B. Familiar with the business area and the mobile users.
 - C. Aware of the normal mobile usage patterns and behaviors.
 - b. At least two MCD coordinators should be assigned to every device.
 - A. A primary and one or more back-up coordinators are recommended.
 - B. Back-up coordinators may be positioned at the same organizational level (exact back-up) or at a level higher than the primary coordinator (for instance a regional or program area level coordinator may back up a local office coordinator).
 - c. All MCD coordinators shall be an active employee as determined by the Office of Human Resources.
 - A. The MCD coordinator's employee ID and email address shall be entered in the record.
 - B. Coordinator logins assigned to an inactive employee ID will be suspended and prevented from using the mobile service management system.
2. The agency, program manager or business entity manager shall submit to OIS a request for removal of any individual no longer performing the duties of an MCD coordinator.
3. The MCD coordinator completes and submits the MSC 0796 for processing.
4. The agency, program or business entity manager:
 - a. Verifies the information on the request form is complete and accurate.
 - b. Ensures the requested coordinator is familiar with all policies, forms, and processes that govern mobile communication devices, including the specific approval and determination processes for device requests within the business entity.

- c. Ensures that the requested individual has completed the required online MCD coordinator training.
 - d. Ensures that requested individual has the appropriate ability and authority to perform the duties of a MCD coordinator as identified by the business entity.
 - e. Submits the completed request to OIS for processing, as described on the form.
5. OIS receives and processes the request.
- a. Confirms completion of the request.
 - b. Confirms required training.
 - c. Confirms access control (security) requirements of the requested user.
 - d. Submits the request to the mobile service management vendor for login creation, modification, or deactivation.
 - e. Notifies the MCD coordinator when the account is established.

References

Current mobile service management vendor is Wireless Watchdogs

[DHS|OHA-070-001-13 New/Change Coordinator Access Process Map](#)

Forms referenced

[MSC 0796 Mobile Communication Device Order/Change Request Form](#)

Related policies

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

Contact

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Guidelines history

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

Keywords

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