

## Process Steps

<b>Title:</b>	ODHS OHA 070-001-02 Lost or Stolen Mobile Communication Device
<b>Related to:</b>	ODHS OHA 070-001 Mobile Communication Devices Policy
<b>Effective date:</b>	12/07/2020

### Purpose

This document provides step-by-step instructions for reporting lost or stolen mobile communication devices, including cell phones, smart phones, Wi-fi only devices, iPads, mobile data cards, cellular USB modems and any agency owned or agency approved personal device with a mobile line of service being used for state business purposes.

### Applicability

This process applies to all ODHS and OHA staff including employees, volunteers, and interns as well as contractors and partners.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

### Process Steps

1. When a mobile communication device (MCD) is lost or stolen the **individual** immediately:
  - a. Makes an attempt to confirm device is actually lost or stolen, not misplaced, including identifying last known location in mobile device management (MDM) tool. The individual can contact the Office of Information Services (OIS) Service Desk for assistance.
  - b. Notifies their supervisor or manager of any lost or stolen device.
  - c. Contacts the police to file a lost or stolen device report and record the police case number.
    - A. The employee obtains a police report for the lost or stolen device from the local police department for the jurisdiction in which the device was lost or stolen.
    - B. If the device was lost or stolen on state property, the employee obtains a police report from Oregon State Police.
  - d. Notifies their MCD Coordinator for all devices.
  - e. Contacts the OIS Service Desk for all smartphones and iPads.
  - f. Notifies the Information Security and Privacy Office (ISPO) using the MSC 3001 for all smartphones, iPads, and any time confidential agency data on a device may be at risk.
2. **OIS:**
  - a. Creates an OIS Service Desk Ticket if one is not already created for tracking purposes.

- b. Uses the agency's MDM system to determine last known location and securely wipe the device if possible.
  - c. Notifies the MCD Coordinator.
  - d. Closes the OIS Service Desk Ticket.
3. **ISPO:**
- a. Receives the MSC 3001 and processes the incident.
  - b. Verifies the device is encrypted.
    - A. If the device is encrypted, the event will be added to the event log.
    - B. If the device is not encrypted, ISPO follows the Information Security Incident Reporting process.
4. The **MCD Coordinator:**
- a. For all smartphones and iPads:
    - A. Ensures that OIS has been notified.
    - B. Receives confirmation from OIS that the wipe attempt is completed before replacing, cancelling or suspending service because suspension of cellular service may prevent OIS from being able to reach the device.
    - C. Suspends and restricts the line of service for the device, if agency-owned device, or work with the individual to suspend their own personal carrier service, if non-agency-owned device.
  - b. For all other mobile devices, non-smartphones and iPads, the **MCD Coordinator** immediately notifies the responsible mobile service management vendor to suspend or cancel the line of service.
5. The **individual** completes a new MSC 1496 if the device was agency-owned and a replacement device is needed. The agency will not replace approved personal devices, even if the device was lost or stolen during work hours.
6. The **manager:**
- a. Updates the individual's MSC 0050.
  - b. Ensures the individual completes the reporting of the lost or stolen device before a new device can be issued, and keeps a copy of the police report in the individual's file with the MSC 0050.
    - A. The individual obtains a police report for the lost or stolen device from the local police department for the jurisdiction in which the device was lost or stolen.
    - B. If the device was lost or stolen on state property, the individual, obtains a police report from Oregon State Police.
  - c. Retains a copy of the police report.
  - d. Decides whether a replacement mobile device is needed.
    - A. If yes, the manager approves and signs the individual's new MSC 1496 and submits the form with an electronic copy of the police report to the MCD Coordinator.
    - B. If no, the manager notifies the MCD Coordinator to permanently cancel the service and retains a copy of the police report.
7. The **MCD Coordinator:**
- a. Ensures the individual completes the reporting of the lost or stolen device before issuing a replacement device.
  - b. Keeps a copy of the police report attached with new MSC 1496 request form, if requested.
  - c. Processes the MSC 1496 for a replacement device, removing any previously applied suspension on the service, or cancels service if no replacement device is requested.

## References

[ODHS|OHA 090-009-03 Lost or Stolen Computer Process](#)  
[ODHS|OHA 090-009-04 Lost or Stolen Computer Process Map](#)  
[ODHS|OHA 070-001-009 Lost/Stolen Mobile Device Process Map](#)  
[ODHS|OHA Information Security Incident Reporting Process](#)

## Forms referenced

[MSC 0050 ODHS|OHA Employee Assigned Property Tracking Document](#)  
[MSC 1496 ODHS|OHA Mobile Communication Device Order/Change Request Form](#)  
[MSC 3001 ODHS|OHA Privacy/Security Incident Report](#)

## Related policies

[ODHS 040-002 Employee Assigned Property](#)  
[ODHS|OHA 070-001 Mobile Communication Devices Policy](#)  
[ODHS|OHA 090-005 Information Security Incident Management Policy](#)  
[DAS 107-004-052 Information Security](#)  
[DAS 107-004-120 Information Security Incident Response](#)

## Contact

Office of Information Services  
Service Desk  
(503) 945-5623  
[ois.servicedesk@dhsoha.state.or.us](mailto:ois.servicedesk@dhsoha.state.or.us)

## Process 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

Active sync, air cards, approved personal devices, agency-owned MCDs, BYOD, Bring Your Own Device, cell phones, cellular service, communication, corporate devices, device, hotspot, line of service, MCD, Mi-Fi, , mobile, mobile communication device, Mobile Communication Device Coordinator, mobile device management, MDM, modem, OIS Collaborative Communications, personal device, smart phone, USB modems, wireless

---

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this document in another format or language, contact the Publications and Design Section at 503-378-3486, 7-1-1 for TTY, or email [dhs-oha.publicationrequest@state.or.us](mailto:dhs-oha.publicationrequest@state.or.us).

