

Process Steps

Title:	ODHS OHA 070-001-07 Appointing and Managing Mobile Communication Device Coordinators
Related to:	ODHS OHA 070-001 Mobile Communication Devices Policy
Effective date:	12/07/2020

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 Oregon Department of Human Services (ODHS) or the Oregon Health Authority (OHA).

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. 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. All requests to create, update, or remove MCD Coordinators shall be submitted using the MSC 0796 form.
3. 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 an MCD coordinator as identified by the business entity.
 - e. Submits the completed request to OIS for processing, as described on the form.
4. 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

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

Forms referenced

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

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

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

Air cards, cell phone, cell service, communication, communication devices, corporate devices, device, disposal, hotspot, iPhone, line of service, MCD, Mi-Fi, mobile, mobile communication device, mobile communication device coordinator, modem, OIS Collaborative Communications, recycle, smart phone, USB modems, wireless

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