

Operational Policy

Policy title:	Mobile Communication Device Policy		
Policy number:	ODHS OHA-070-001		
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Approved:	Kris Kautz, Deputy Director OHA Don Erickson, Chief Administrative Officer DHS		

Purpose

The Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA) manage mobile communication devices (MCDs) to ensure that agency and individual information remains secure when individuals access information through mobile devices including cellular phones, smart phones, non-Windows tablets, Mi-Fi, Hotspots, modems, and approved personal devices.

Description

This policy describes the standards for use of agency-owned or approved personal mobile communication devices that access ODHS and OHA information systems to ensure information stored or used by the agencies is protected against unauthorized access.

Applicability

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

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.

Policy

1. All ODHS and OHA staff using agency-owned or approved personal devices for work purposes shall follow the Oregon Department of Administrative Services (DAS) policies, and referenced ODHS|OHA policies, processes, and guidelines.
2. ODHS, OHA, and the Office of Information Services (OIS) has designated specific standards for device manufacturers, makes, and models that are allowed to be purchased or placed in service. OIS maintains the controlled list of allowed devices.
3. Agency-designated Mobile Communication Device (MCD) Coordinators shall manage all agency-owned mobile communication devices and services using the agency provided tools, rules, policies, processes, and guidelines for:

- a. Ordering
 - b. Updating inventory and users
 - c. Validating utilization reports
 - d. Recycling and disposal
4. ODHS and OHA shall issue, replace or upgrade agency-owned mobile communication devices in accordance with business need.
 5. ODHS and OHA shall issue mobile communication devices to an approved individual when the individual completes form MSC 1496.
 6. Individuals requesting approval to use personal devices shall complete form MSC 2006.
 7. All agency-owned mobile communication devices (including emergency preparedness and office check-out devices) shall be assigned to an active individual user account.
 8. If an agency-owned mobile communication device is assigned to an inactive employee or is not used for an extended period, the service may be suspended or canceled.
 9. OIS staff shall provide set-up instructions and technical support for agency-owned mobile communication devices and limited corporate application support for approved personal devices.
 10. Only agency-approved apps shall be installed on agency-owned devices. Requests for new apps shall be submitted using MSC 2731.
 11. All agency-owned and approved personal devices shall contain required device encryption and meet password standards.
 12. ODHS and OHA mobile device management software shall be installed and functional on all agency-owned or approved personal devices accessing agency information systems.
 13. All ODHS and OHA staff shall maintain and upgrade the operating systems on all mobile communication devices in accordance with OIS direction.
 14. When storing work-related information, ODHS and OHA staff shall use only agency approved storage.
 15. Unless approved by the MCD Coordinator, no ODHS or OHA staff shall use agency-owned devices to make international calls.
 16. ODHS or OHA staff shall not store work-related information on a non-approved personal device and shall not store personal information (including photos, music, and applications) on an agency-owned device.
 17. If agency-owned mobile communication devices or approved personal devices are lost or stolen, the ODHS or OHA employee responsible for the devices shall report the loss immediately to their supervisor, designated MCD Coordinator, and the Information Security and Privacy Office. (Refer to Lost or Stolen Mobile Communication Device Process)
 18. The MCD Coordinator shall review and acknowledge monthly device billing data, and work with management to identify and investigate any unusual or excessive usage.

References

[2019 Statewide Information and Cyber Security Standards](#)
[ODHS|OHA 010-018 Records Retention and Management Policy](#)
[ODHS|OHA 070-001-01 Acquiring, Replacing, or Upgrading Mobile Communication Device](#)
[ODHS|OHA 070-001-02 Lost or Stolen Mobile Communication Device](#)
[ODHS|OHA 070-001-03 Enrollment of MCD in Mobile Device Management Systems](#)
[ODHS|OHA 070-001-04 Mobile Communication Device Coordination Guidelines](#)
[ODHS|OHA 070-001-05 Mobile Device Operating System Upgrade Guidelines](#)
[ODHS|OHA 070-001-06 Using a Personal Communication Device for State Business](#)

[ODHS|OHA 070-001-07 Appointing and Managing Mobile Communication Device Coordinators](#)
[ODHS|OHA 070-001-08 Request Mobile Devices or Accessories Process Map](#)
[ODHS|OHA 070-001-09 Lost/Stolen Mobile Device Process Map](#)
[ODHS|OHA 070-001-010 Change Mobile Device User Process Map](#)
[ODHS|OHA 070-001-011 Billing Change Process Map](#)
[ODHS|OHA 070-001-012 Personal Device Request Process Map](#)
[ODHS|OHA 070-001-013 New/Change Coordinator Access Process Map](#)
[ODHS|OHA 070-007 Information Technology Standards Policy](#)
[ODHS|OHA 070-007-01 Information Technology Standards Exceptions Process](#)
[ODHS|OHA 090-007 Information Technology Vulnerability Management Policy](#)

Forms referenced

[MSC 2731 Non-Standard iOS App Request Form](#)
[MSC 0050 Employee Assigned Property Tracking Document](#)
[MSC 0796 Mobile Communication Device Coordinator Request Form](#)
[MSC 1496 Mobile Communication Device Request Order/Change Form](#)
[MSC 2006 Use of Personal Communication Device Request Form](#)

Related policies

[DAS 104-004-110 Acceptable Use of State Information Assets](#)
[DAS 107-001-015 Internal Controls for the Management of Mobile Communication Devices](#)
[DAS 107-001-020 Public Records Management Policy](#)
[DAS 107-004-051 Controlling Portable and Removable Storage Devices](#)
[DAS 107-004-052 Information Security](#)
[DAS 107-004-120 Information Security Incident Response](#)
[ODHS 040-002 Employee Assigned Property](#)
[ODHS 060-037 Use of State Property](#)

Contact

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Policy history

8/11/2003 Initial Release
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Keywords

Active sync, air cards, approved personal devices, agency-owned MCDs, BYOD, Bring Your Own Device, cell phones, cellular, communication, corporate devices, DEP, device, encryption, enrollment, line of service, Mi-Fi/Hotspot/modem, mobile, mobile communication device, Mobile Communication Device Coordinator, mobile device management, MDM, National Association of State Procurement Officers, NASPO, personal device, smart phone, tablets, USB modems, wireless

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