
Process Steps

Title:	ODHS OHA 090-009-03 Lost or Stolen Computer Process
Related to:	ODHS OHA 090-009 Administrative, Technical and Physical Safeguards Policy
Effective date:	03/01/2021

Purpose

This document provides step-by-step instructions for reporting a lost or stolen computer including laptops, tablets, and desktop computers owned by the Oregon Department of Human Services (ODHS) or the Oregon Health Authority (OHA). ODHS|OHA staff who are the assigned custodian of the agency-owned asset that is lost or stolen are responsible for following the reporting process. Lost or stolen mobile communication devices including cell phones, smart phones, Wi-fi only devices, and USBs will follow ODHS|OHA 070-001-02.

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 computer is lost or stolen, ODHS|OHA staff immediately notify:
 - a. Their supervisor or manager, who ensures that this process completed.
 - b. The Office of Information Services (OIS) Service Desk.
 - c. The local police department for the jurisdiction in which the computer was lost or stolen to obtain a police report. If the computer was lost or stolen on state property, staff obtains a police report from Oregon State Police.
2. The OIS Service Desk creates a Service Desk ticket including the device name or serial number, if known, and submits the ticket to the Information Security and Privacy Office (ISPO) and Information Technology Asset Management (ITAM).
 - a. OIS staff add the device to the tracking directory, preventing the device from logging into the ODHS|OHA network using agency credentials.
 - b. All computer replacements require the individual to submit the MSC 0075 with an electronic copy of the police report, with supervisor/manager approval to ITAM via email to computer.request@dhsaha.state.or.us.

- c. ITAM retains police reports for lost or stolen computers with the ITAM request in accordance with federal and state requirements.
- 3. ISPO verifies if the computer is encrypted.
 - a. If the computer is encrypted, ISPO notifies the ODHS|OHA staff and their supervisor/manager.
 - b. If the computer is not encrypted, ISPO:
 - A. Processes the incident in accordance with ODHS|OHA 090-005-01.
 - B. Notifies the ODHS|OHA staff and their supervisor/manager.

References

[ODHS|OHA 090-009-04 Lost or Stolen Computer Process Map](#)

[ODHS|OHA 070-001-02 Lost or Stolen Mobile Communication Device](#)

[ODHS|OHA 090-005-01 Information Security Incident Reporting Process](#)

[ODHS|OHA 090-005-02 Information Security Incident Reporting Process Map](#)

Forms

[MSC 0050 DHS|OHA Employee Assigned Property Tracking Document](#)

[MSC 0075 DHS|OHA IT Purchase Request/Acquisition Form](#)

[MSC 3001 DHS|OHA Privacy/Security Incident Report](#)

[Privacy and Security Incident Submission Form](#)

Related policies

[ODHS|OHA 010-018 Records Retention and Management Policy](#)

[ODHS|OHA 090-005 Information Security Incident Management Policy](#)

[ODHS|OHA 090-009 Administrative, Technical and Physical Safeguards Policy](#)

Contact

OIS Service Desk

(503) 945-5623

OIS.servicedesk@dhsoha.state.or.us

Process history

Version 1 ODHS|OHA established 03/01/2021

Keywords

Active Directory, computer, encrypted, laptop, lost, organizational unit, police report, stolen

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