Process Steps

| Title: | DHS|OHA-070-001-001 Acquiring, Replacing or Upgrading Mobile Communication Device |
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| Related to: | DHS|OHA-070-001 Mobile Communication Devices |
| Effective date: | 03/19/15 |

Purpose

This document provides a step-by-step explanation for replacing, upgrading or acquiring a new mobile communication device (MCD).

Process Steps

1. The employee:
   a. Completes the form MSC 1496 requesting a new, replacement, or upgraded device. 
   b. Signs the MSC 1496 indicating their agreement to follow the terms and conditions required by the Department of Human Services (DHS) and the Oregon Health Authority (OHA). 
   c. Submits the completed MSC 1496 and any justification information to their manager. 
2. The manager reviews the MSC 1496 considering justification for approval: 
   a. Does a business need exist that justifies the cost of the device and monthly service fees? 
   b. Does sufficient ongoing budget exist to cover the continuing expense of the device and service? 
3. If approved, the manager: 
   a. Reviews all related policies with the employee. 
   b. Obtains any additional approvals required by the specific business area. 
   c. Signs the MSC 1496 indicating their approval and the completion of the above steps. 
4. The manager submits the MSC 1496 to their MCD coordinator for processing. 
5. The MCD coordinator places the order for the new, replacement, or upgraded device using the ordering process and system provided by the Office of Information Services (OIS). 
6. The MCD coordinator provides the device and any applicable setup instructions to the employee and the employee’s manager. 
7. The manager and employee update the MSC 0050. 
8. The employee completes the setup of the device according to the instructions created by OIS and provided by the MCD coordinator, including any and all mandatory device management applications or configuration settings. 
9. The employee returns any old devices to the MCD coordinator for secure recycling or disposal.
References
DHS|OHA-070-001-08 Request Mobile Devices or Accessories Process Map
DHS|OHA-070-001-10 Change Mobile Device User Process Map

Forms referenced
MSC 1496 DHS|OHA Mobile Communication Device Order/Change Request Form
MSC 0050 DHS|OHA Employee Assigned Property Tracking Document

Related policies
DHS|OHA-070-001 Mobile Communication Devices

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Process history
Version 1 DHS|OHA established 3/19/15
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