



Portable Wireless Network Access Device  
 New Access Account/Device (Mobile Device)  
 (External Users)

Process Title: **Portable Wireless Network Access Device (Mobile Device) – New  
 (For External users Outside of DTI)**  
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Date Changed	Revisions	Changed By	Revision #
8/08/2008	Baselined	C. Gause, A. Messina	1.0
06/22/2012	Smart Phones	C. Gause, S. Morris	2.0
09/05/2012	Remove Blackberry Process	C. Gause, S. Morris	3.0

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## Portable Wireless Network Access Device New Access Account/Device (Mobile Device) (External Users)

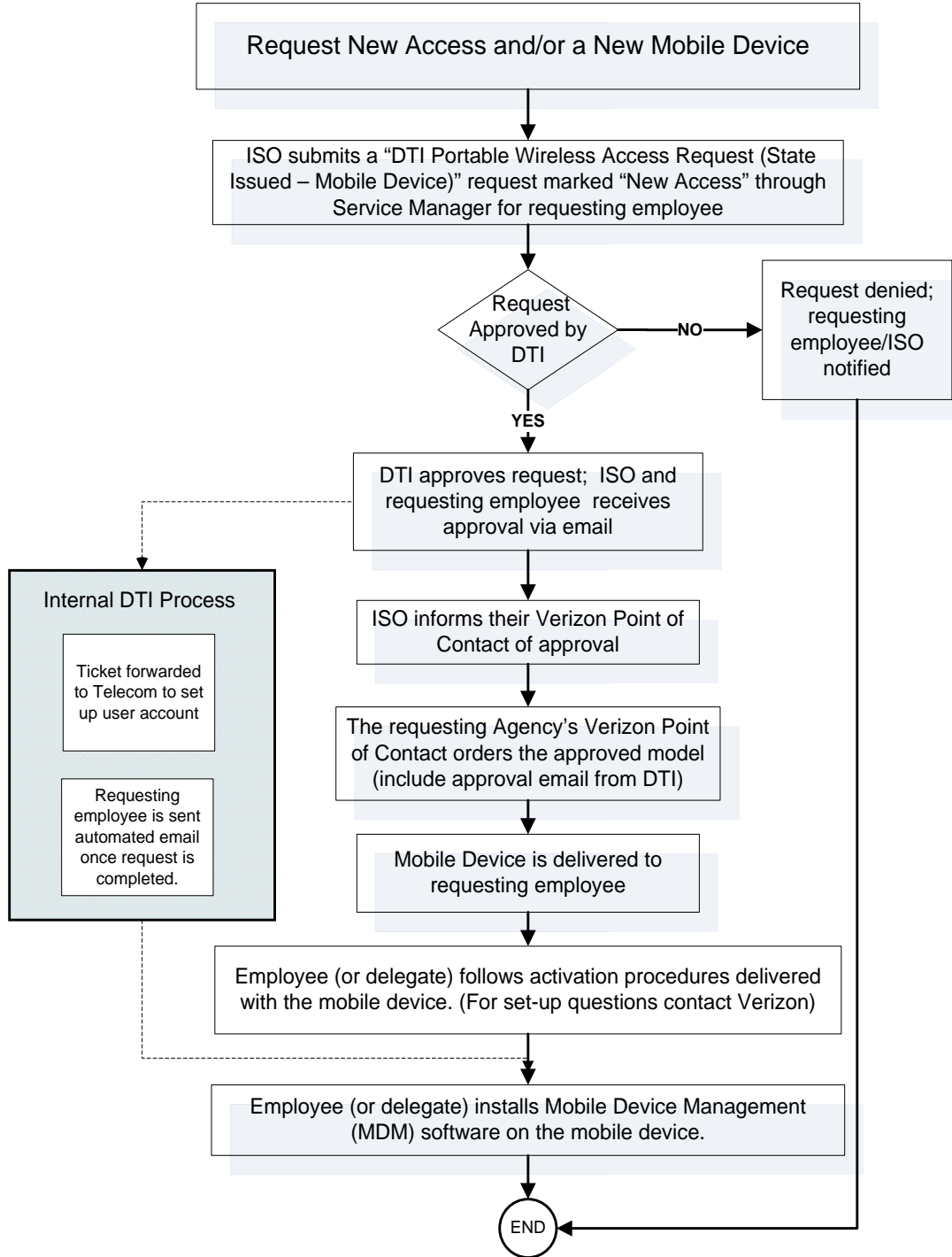
### **1.0 Scope**

The purpose of this document is to provide employees outside of the Department of Technology and Information an overview of the process for obtaining access to the state's network via a portable wireless access device (i.e. Smart Phones). Authorization to obtain a Smart Phone is reserved to employees who have a need for immediate communication and access to e-mail, voice and web services. It is a device that is provided to enhance customer service and state government efficiencies. Therefore, approval will be granted only to those employees who articulate a clear business need.

This process is triggered by an employee upon receiving verbal approval from their supervisor that they have a need for immediate notification and access to email, voice and web services in order to conduct official State of Delaware business.

An employee must read and comply with DTI's Portable Wireless Network Access Device Policy and DTI's Acceptable Use Policy. DTI's Acceptable Use Policy must also be signed.

## 2.0 Process Flow Diagrams





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### 3.0 Mobile Device Process Details

- 3.1 Employee contacts their agency's Information Security Officer (ISO) to initiate the request
- 3.2 ISO completes and submits a DTI Portable Wireless Access Request (State Issued – Mobile Device) through the DTI Service Manager.
- 3.3 DTI Chief Operating Officer reviews request:
  - 3.3.1 If DTI denies request, ISO is notified of denial via email and ticket is closed
  - 3.3.2 If DTI approves request, process continues
- 3.4 ISO is notified of approval via email (Requesting employee is also notified)
- 3.5 *DTI Telecom will create/activate a user account.*
- 3.6 ISO forwards the approval email to their agency's Verizon Point of Contact
- 3.7 Agency's Verizon Point of Contact contacts Verizon and places an order for the approved model. Please forward a copy of the approval email to Verizon to confirm authorization.
- 3.8 Mobile device is delivered to requesting employee
- 3.9 Upon receiving the mobile device the employee activates it according to directions received with the device. (Mobile device set up questions should be directed to Verizon.)
- 3.10 *Employee receives an automated email indicating activation request has been completed.*
- 3.11 Employee (or delegate) installs Mobile Device Management (MDM) software onto the mobile device

### 4.0 Reference Documents:

DTI-0042.02 Acceptable Use Policy

DTI-0046.02 Portable Wireless Network Access Device Policy