Portable Wireless Network Access Device (Mobile Device) – Replace/Upgrade
(For External users Outside of DTI)

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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 replacing or upgrading a mobile device. This process covers activities relating to replacing or upgrading a Android, iPhone, or Blackberry mobile device. In order to provide reliable and secure service, DTI must be informed if a device is lost, stolen, damaged or upgraded.

This process is triggered immediately when a device is lost or stolen to reduce unauthorized access to data contained on the device and the infrastructure supporting the portable wireless network. This process may also be triggered when a device is damaged or an upgrade is required.
Portable Wireless Network Access Device
Replace/Upgrade Device (Mobile Device)
(External Users)

2.0 Mobile Device Flow Diagram

Request to Replace/Upgrade a Mobile Device

- Device Lost or Stolen?
  - YES
    - Employee immediately notifies DTI's service desk that the mobile device has been lost or stolen
    - Requesting employee's ISO submits a “DTI Portable Wireless Access Request (State Issued – Mobile Device)” request marked “replace/upgrade” through DTI's Service Manager
    - Request approved by DTI
      - YES
        - ISO and requesting employee receives approval via email
        - ISO informs their Verizon Point of Contact of approval
        - Requesting Agency's Verizon Point of Contact informs Verizon of loss or damage and requests a replacement.
        - Requesting employee receives replacement
        - Employee (or delegate) follows mobile device activation procedures delivered with the phone (For set-up questions contact Verizon)
        - Employee (or delegate) installs Mobile Device Management (MDM) software onto the mobile device.
      - NO
    - Request denied; requesting employee/ISO notified
  - NO
    - Replace or Upgrade

Internal DTI Process
- Service Desk opens Priority incident ticket and routes to Telecommunications Team notifying of Lost/Stolen Device
- Telecommunications Team wipes Lost/Stolen Device

Internal DTI Process
- Ticket forwarded to Telecom to set up user account
- Requesting employee is sent automated email once request is completed.
3.0 Mobile Device Process Details

3.1 Device is lost or stolen employee immediately contacts DTI Service Desk.

3.2 DTI Service Desk opens a Priority incident ticket and routes to Telecom so the lost/stolen device can be wiped.

3.3 Requesting employee’s Information Security Officer (ISO) submits a “DTI Portable Wireless Access Request (State Issued – Mobile Device)” request marked “Replace/Upgrade” through DTI’s Service Manager.

3.4 DTI Chief Operating Officer reviews request:

3.4.1 If DTI denies request, ISO is notified of denial via email and ticket is closed.

3.4.2 If DTI approves request, process continues.

3.5 ISO is notified of approval via email (Requesting employee is also notified).

3.6 DTI Telecom will create a user account.

3.7 ISO forwards the approval email to their agency’s Verizon Point of Contact.

3.8 Agency’s Verizon Point of Contact contacts Verizon to inform of loss or damage, and requests a replacement.

3.9 Mobile device is delivered to requesting employee.

3.10 Upon receiving the mobile device the employee activates it according to directions received with the device. (Set up questions should be directed to Verizon.)

3.11 Employee receives an automated email indicating activation request has been completed.

3.12 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