



Portable Wireless Network Access Device
 Replace/Upgrade Device (Mobile Device)
 (External Users)

Process Title: **Portable Wireless Network Access Device (Mobile Device) –
 Replace/Upgrade
 (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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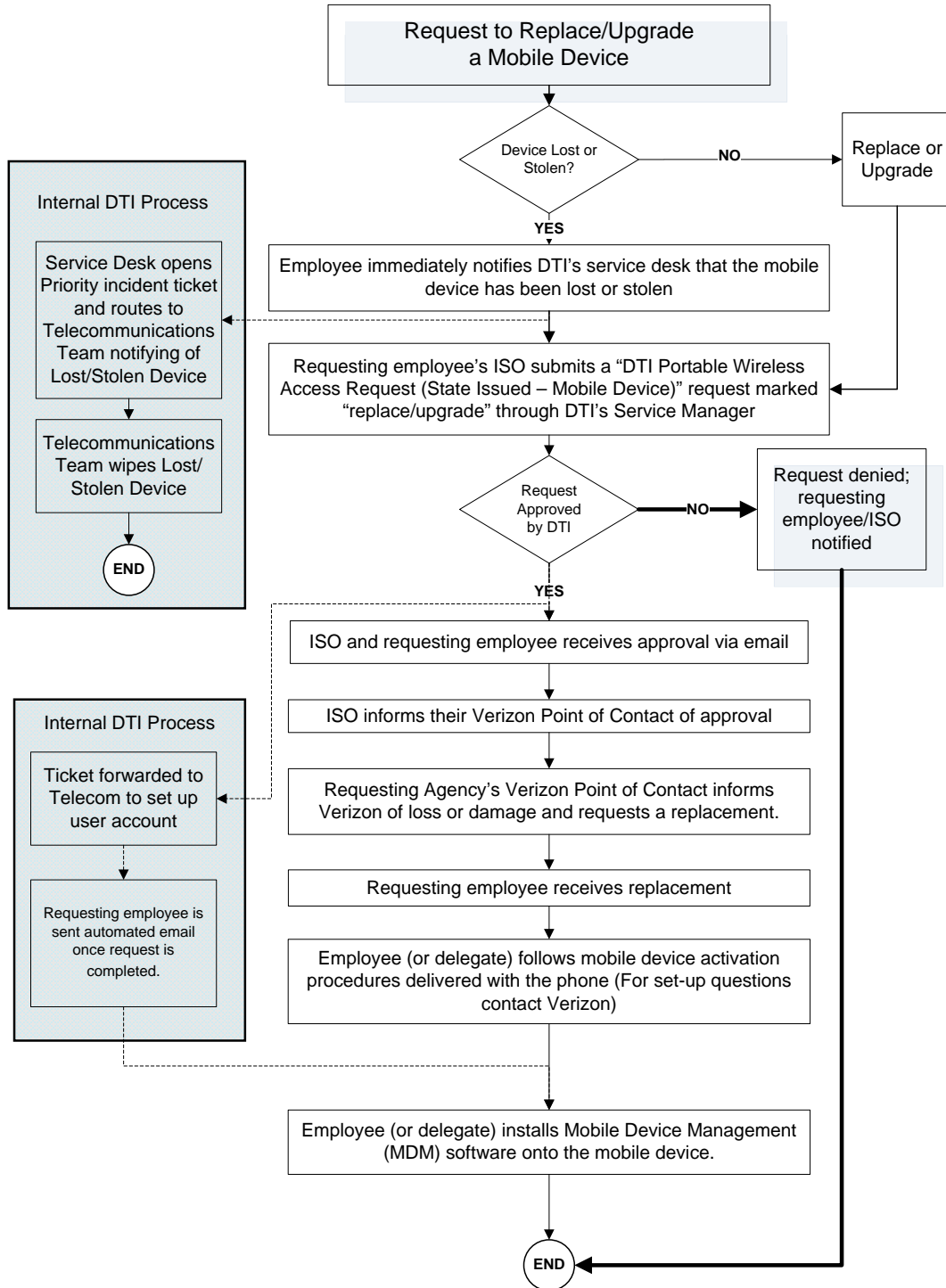
Portable Wireless Network Access Device Replace/Upgrade Device (Mobile Device) (External Users)

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 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.

2.0 Mobile Device Flow Diagram





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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