



Portable Wireless Network Access Device
 Change Existing Account
 (External Users)

Process Title: **Portable Wireless Network Access Device (Mobile Device) -
 Change Existing Account
 (For External Users Outside of DTI)**
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8/08/2008	Baselined	C. Gause, A. Messina	1.0
6/22/2012	Smart Phones	C. Gause, S. Morris	2.0

Table of Contents

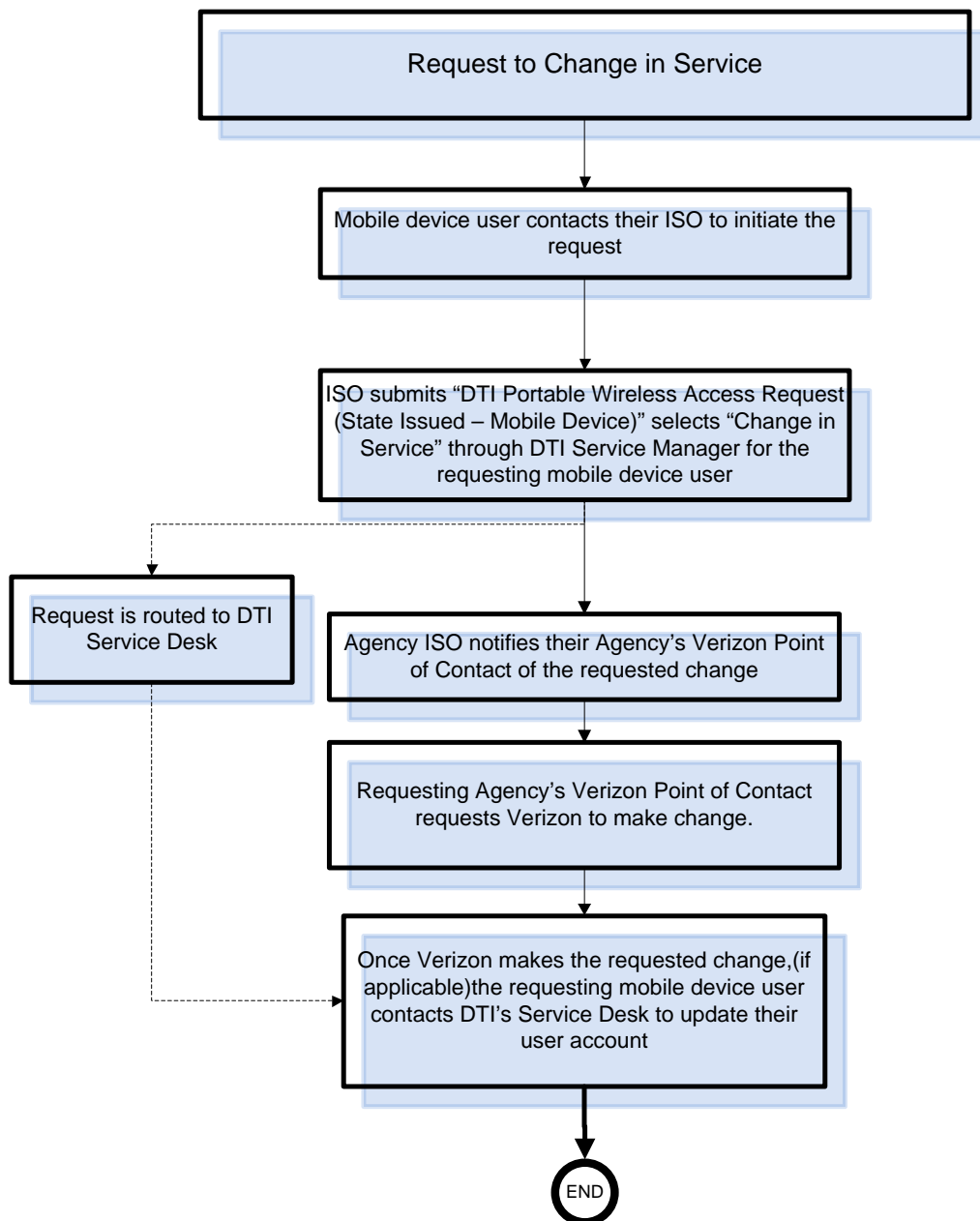
1.0 Scope.....1
 2.0 Process Flow Diagram.....2
 3.0 Process Details.....3
 4.0 Reference Documents3

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 changing service for an existing Mobile Device account. The Department of Technology and Information (DTI) requires notification of changes to ensure continued access to the portable wireless network and the various services available via the Mobile Device.

This process is triggered when an employee requires a change in service to a mobile devices voice or data plan.

2.0 Process Flow Diagram





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3.0 Process Details

- 3.1 Mobile device user contacts their agency's Information Security Officer (ISO)
- 3.2 ISO completes and submits a DTI Portable Wireless Access Request (State Issued – Mobile Device) selects "Change in Service" through the DTI Service Manager.
- 3.3 *Information is routed to DTI's Service Desk for reference when user calls in to reactivate Blackberry.*
- 3.4 Agency's ISO notifies their Agency's Verizon Point of Contact of the requested change in service.
- 3.5 Agency's Verizon Point of Contact requests Verizon to make the change i.e. modify voice/data service plan account, etc.
- 3.6 Once requested change is complete, (if applicable) the mobile device user contacts DTI's Service Desk to obtain password for reactivation.
- 3.7 Employee reactivates their Mobile Device according to the Mobile Device Activation Procedures thereby updating their user account

4.0 Reference Documents:

Voice/Service Plans