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 deleting an existing Mobile Device account. The Department of Technology and Information (DTI) requires notification to initiate the termination of an account and related state network resources.

This process is triggered when an employee changes employment or no longer requires the use of a Mobile Device.
2.0 Process Flow Diagram

- **Request to Delete Access**
  - ISO submits a “DTI Portable Wireless Access Request (State Issued – Mobile Device)” marked “Delete Access” through DTI Service Manager for employee

- **Internal DTI Process**
  - Ticket forwarded to Telecom to delete account and access to State Network

- **Agency ISO requests Verizon Point of Contact to have the Verizon account deleted**

- **Mobile Device is relinquished according to requesting agency’s procedures**

END
3.0 Process Details

3.1 Agency’s ISO completes and submits a DTI Portable Wireless Access Request (State Issued – Mobile Device) through the DTI Service Manager.

3.2 DTI’s Telecom deletes account and access to the State Network.

3.3 Agency’s ISO request Verizon Point of Contact to have Verizon account deleted.

3.4 Mobile Device is relinquished according to requesting agency’s procedures.