



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

Process Title: **Portable Wireless Network Access Device (Mobile Devices) – Delete Existing Account (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
6/22/2012	Smart Phones	C. Gause, S. Morris	2.0

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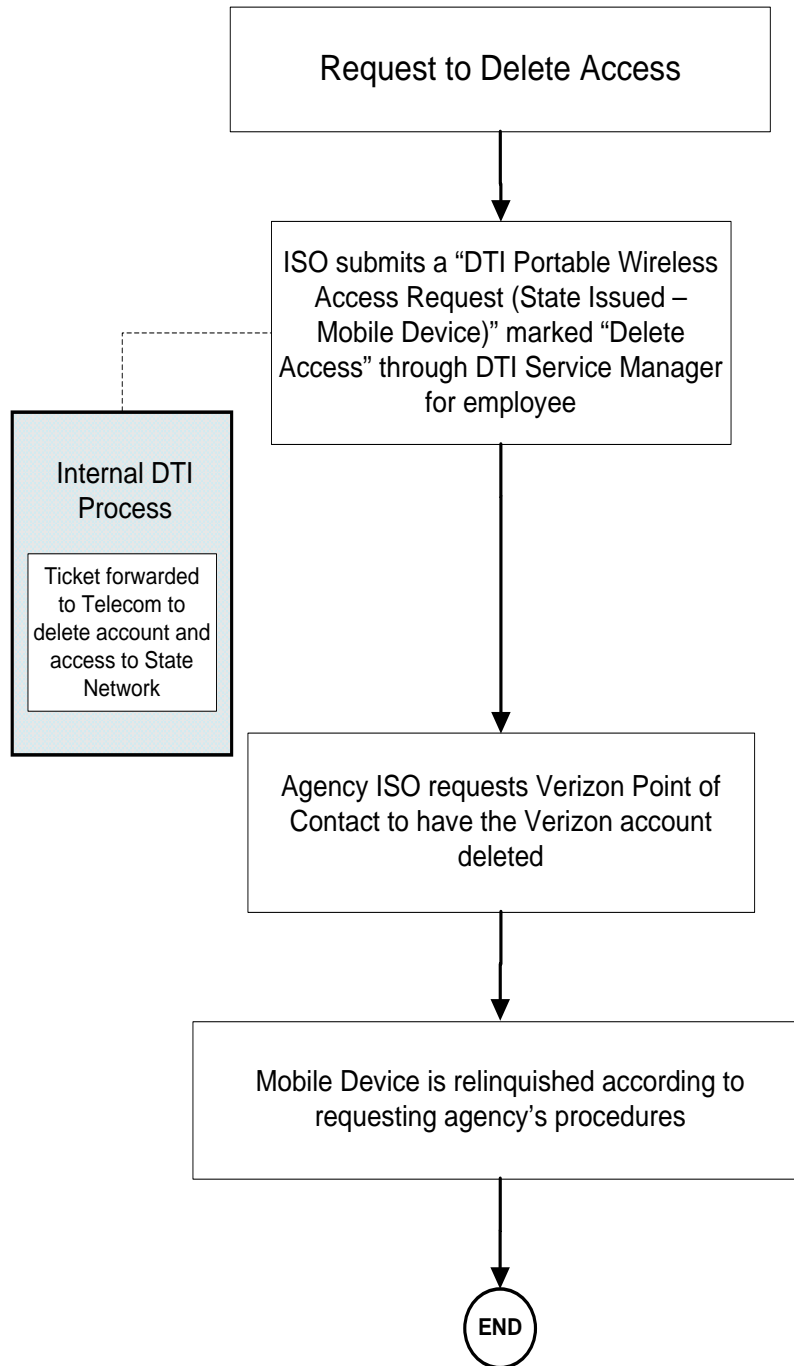
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1.0 Scope

The purpose of this document is to provide employees outside of the Department of Technology and Information an overview of the process for 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





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

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.