

Procedure Title:	Lost or stolen Wireless Communication Device		
Procedure Number:	DHS-020-006-02	Version:	3.0
Effective Date:	Upon Approval		

Signature on File in the Office of the Chief
Administrative Officer

August 14, 2009

Approved By: *Jeremy Emerson*

Date Approved

A wireless communication device (WCD) includes cell phones, personal digital assistants (PDA), (i.e. BlackBerries, TREOs, etc.) and air cards.

Procedure

Step	Responsible Party	Action
1.	Employee	<p>Employees are obligated to report a lost or stolen WCD immediately after determining that the WCD is lost or stolen.</p> <p>Notify via e-mail:</p> <ul style="list-style-type: none"> • your supervisor • the WCD Coordinator (linda.reed@state.or.us) • your Local Area WCD Coordinator • Information Security Office (dhs.security@state.or.us)
2.	Employee	<p>Notify the appropriate vendor so the WCD services can be suspended:</p> <p>ATT: (800) 331-0500 Verizon: (800) 922-0204 Sprint/Nextel: (800) 639-6111 US Cellular: (800) 305-2501</p>
3.	<p>Manager or designee</p> <p>(Steps 3, 4, and 5 are concurrent activities.)</p>	<p>Annotate lost or stolen WCD on Employee Assigned Tracking Form (DHS 0050).</p> <p>Determine if a replacement phone is needed.</p> <p>If a new device is needed, complete order form and submit per instructions (see Acquiring WCD Procedure DHS-020-006-01). If the device will not be replaced, notify WCD Coordinator and Local Area WCD Coordinator</p>
4.	Manager or designee	<p>Contact your risk coordinator, found at: www.dhs.state.or.us/admin/hr/safety/index.htm, for reporting lost or stolen WCD information into Property Loss Tracking System (PLTS). Determine if a police report is necessary; file if required.</p>

5.	WCD Coordinator	Coordinate notification to: <ul style="list-style-type: none"> ● Office of Financial Services ● Office of Information Services Process requested action for new device or cancellation of service.
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Policy that applies:

[DAS 107-001-0015](#), Internal Controls for the Management of Cellular-based Personal Communications Devices

[DHS-020-006](#), Wireless Communication Devices

Form(s) that apply:

[DHS 0050](#), Employee Assigned Property Tracking Document

[DHS 1496](#), Wireless Communication Device Order Form

Contact(s):

Name: DHS Office of Contracts and Procurement **Phone:** 503-945-5818;

GroupWise Address: Purchasing, DHS

Procedure History:

DHS-020-006-02 Version 3.0:

- 8/10/2009: Procedure moved from Facilities to Office of Contracts and Procurement. Updates made to all steps of procedures.

DHS-030-012-02 Version 2.0:

- 01/12/2005 - Revision corrects Facilities email address in Step 2 and the contact information.

DHS-030-012-02 Version 1.0:

- 8/11/2003 - Initial Release