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Latest Version:	1.0	Revision Date:	1/7/2015
Effective Date:	03/25/2015	Replaces:	NEW
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Linda Grigsby	Reviewing Unit:	IT Asset Management Team
Title:	Mobile Device Inventory Control SOP		
Description:	This document is the operating standard for controlling mobile device inventory.		

Mobile Device Inventory Control Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to define the process for controlling mobile device inventory.
2. Scope
 - 2.1. This document applies to ISD teams concerning the life cycle of mobile devices.
3. Discipline
 - 3.1. Administrative Standards
4. Instructions
 - 4.1. When a new or replacement mobile device is desired, an authorizing manager or supervisor must create a CRM Case.
 - 4.2. The CRM Case is assigned to PC Support, who then assigns the case to the IT Asset Management Team.
 - 4.3. The IT Asset Management Team orders the mobile device through their online vendor. The device will be shipped to OMES/ISD at 3115 N. Lincoln Blvd. Oklahoma City, OK 73105
Attn: PC Support.
 - 4.4. Upon arrival, the IT Asset Management Team notifies PC Support and assigns the case to PC Pending.
 - 4.4.1. The phones are tagged in accordance with the **02.2.6 IT Equipment Receiving SOP.**
 - 4.5. PC Support schedules a delivery time.
 - 4.5.1. If the new device is a replacement device, the old device will be retrieved from the user.
 - 4.6. PC Support activates the new device (and deactivates the old device, if applicable).
 - 4.7. PC Support installs mobile device management and security solution to the new device, unless it is a Blackberry, which PC Support adds and syncs to the Blackberry Server.
 - 4.8. PC Support adds the user's email account to the new device.
 - 4.9. State Surplus
 - 4.9.1. If a mobile device is broken beyond repair or will no longer be used by an agency, refer to the **02.2.7 IT Equipment Surplus SOP.**
 - 4.10. Device upon Employee Termination
 - 4.10.1. If an employee with a mobile device is terminated, the mobile device must be returned to the IT Asset Management Team. The service is either discontinued or held in reserve for a new employee.
 - 4.11. Lost, Missing or Stolen Mobile Devices
 - 4.11.1. Refer to the **03.1.1 Reporting of Lost, Missing or Stolen State Digital Assets Standard.**

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5. Roles and Responsibilities

5.1. IT Asset Management Team

- 5.1.1. Orders mobile devices through an online vendor.
- 5.1.2. Tags new mobile devices.
- 5.1.3. Assigns cases to PC Support when new mobile devices arrive.
- 5.1.4. Receives mobile devices from employees upon termination.

5.2. PC Support

- 5.2.1. Schedules a delivery time with user.
- 5.2.2. Activates new devices and deactivates old devices.
- 5.2.3. Installs mobile device management and security solution to new devices.
- 5.2.4. Adds and syncs Blackberries to the Blackberry Server.

6. References

- 6.1. 02.2.6 IT Equipment Receiving
- 6.2. 02.2.7 IT Equipment Surplus
- 6.3. 03.1.1 Reporting of Lost, Missing or Stolen State Digital Assets