



Service Operations

EOHHS-IT POLICY &
PROCESS DOCUMENTATION



Work Instructions

Stolen/Lost Cellphone Process

10.18.22



EOHHS-IT
IT-CORE INFRASTRUCTURE
Proudly Servicing EOHHS

Updated as of 10/18/22

Stolen/Lost Cell Phone Workflow

Stolen/Lost Cell Phone Workflow – **Stolen phone needs a police report.**

- 1) Send a notification to CA – Service Desk to have incident opened, as well as contact direct supervisor also include relevant data i.e., date and time of the incident.
 - a) End User filing a police report attaching report to the ticket.
 - b) If the End User needs to request a replacement, please make sure your supervisor or manager knows and complete the two forms linked below to begin the quick process of submitting a request to replace your lost cell phone.
 - i) [EHS Mobile Device Request Form](#)
 - ii) [EHS Mobile Device Policy/Agreement Form](#)
 - c) Once the End User completes your fields, hit <submit> and the form is electronically routed to your identified supervisor/manager. Once they approve and submit, our Mobility Team will get the request and process the order with Verizon.
 - d) If the End User has any questions about the process or you are looking for an update after you have submitted your form (give it a couple of business days to make its way back to us and then to have us process it with Verizon; reach out to help desk for status on order of phone.
- 2) Replacement device ships from Verizon directly to user.

Incidents on Agency Property

If your cell phone was lost, stolen or vandalized while being used on agency property, such as your primary office, contact the help desk as soon as possible. Next, contact your **supervisor** who will help coordinate the investigation of the security incident according to agency procedures. You will be required to cooperate with any further investigation.

Incidents on Non-Agency Property

If your cell phone was lost, stolen, or vandalized from your car or home, or when you were at any other non-agency property, you must immediately file a police report with local police authorities, and must cooperate in any investigation conducted relating to the loss, theft, or damage. Be sure to get a copy of the police report which you will need to provide to your supervisor. Upon return to work, contact the help desk, and then your supervisor. You will be required to cooperate with any further investigation.