



Service Operations

EOHHS-IT POLICY &
PROCESS DOCUMENTATION



Work Instructions

Stolen/Lost Device

8.25.22



IT-CORE INFRASTRUCTURE
Proudly Servicing EOHHS

Updated as of 8/25/22

Stolen/Lost Device

Stolen/Lost Device Workflow – Operationally no difference but stolen 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, effected user account information.
 - a. End User filing a police report attaching report to the ticket.
 - b. Help Desk gather device information during incident creation.
 - c. End User needs to be available for future questions and support details.
2. Schedule time with Depot for replacement device.

Incidents on Agency Property

If your laptop 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 laptop 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