



**Chapter:** Phones, Computers, and Information Technology  
**Subject:** 17-04 – Lost or Stolen Mobile Device  
**Effective:** April 19, 2022  
**Supersedes:** Official Order 21, Section 21.1.5, dated May 16, 2018  
**Distribution:** Department Members

---

**PURPOSE:** This Order establishes department policy related to lost or stolen mobile devices.

#### **17-04-1 LOST OR STOLEN MOBILE DEVICE**

- A. The affected member shall immediately notify the MiCJIN Help Desk at 877-264-2546 and identify that the device has been lost or stolen and is under the ownership of the Michigan State Police. The mobile number, type, locked-state, and last known location of the device, as well as date and time of loss, shall be noted.
- B. They shall also notify their immediate supervisor of the loss of the device. The mobile number, type, locked-state, and last known location of the device, as well as date and time of loss, shall be noted.
- C. The immediate supervisor will notify the worksite commander. The immediate supervisor will also notify the Communications Unit, of the loss through an email to [MSP-Phones](#). The mobile number, type, locked-state, and last known location of the device, as well as date and time of loss, shall be noted.
- D. The Communications Unit, shall suspend service on the mobile number, after a successful wipe of all content has been accomplished by the DTMB Smart Device Support Team using the State of Michigan MDM tool.
- E. A Wireless Device Request form, the IT-088, shall be completed for a replacement device and sent to MSP-Phones.

DIRECTOR

---

**Annual Review Responsibility:** Information Technology Division

**Accreditation Standards:** CALEA TBD