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16-003
01/07/16

Policies Regarding the Loss or Theft of a Department-Issued Mobile Device and/or Token

In accordance with Department Operations Bureau Order #13-001, Section III.C.5., the following procedures **shall** be followed if a member's Department-issued mobile data device and/or token is discovered lost or stolen.

1. If a Department-issued mobile data device and/or token is discovered lost or stolen, the member **shall** immediately notify the Department of Emergency Management (DEM) Help Desk (415)558-3877 so that data on the Department-issued mobile data device may be remotely deleted and the device disabled. The member **shall** contact the Department Operations Center (415)553-1071 if he/she is unable to speak with a representative at DEM.
2. Members **shall** ensure they receive a claim number from the Help Desk regarding the incident. Members **shall** include the claim number in the memorandum and incident report.
3. Members **shall** complete an incident report regarding the loss or theft of the Department-issued mobile data device and/or token.
4. Members **shall** submit a memorandum through their chain of command regarding the loss or theft, in accordance with Department General Order 2.01, Rule 24.

Per DB 15-141, both sworn and non-sworn members are required to electronically acknowledge this Department Bulletin in HRMS.

A handwritten signature in blue ink, appearing to read 'Greg P. Suhr', is positioned above the printed name.

GREGORY P. SUHR
Chief of Police