

From: MTIC IMB Service Desk MTIC:EX
Sent: Friday, July 10, 2015 10:39 AM
To: MTIC All Staff
Cc: Inkster, Cam C MTIC:EX
Subject: Information - New Asset Disposal Standards for Mobile Devices (SB#735)

To: All Ministry Employees

:: New Asset Disposal Standards for Mobile Devices

The Office of the Chief Information Officer (OCIO) has amended the process for disposal of IT hardware/mobile devices (e.g. tablets, smartphones) to allow the devices to be sold or redeployed.

Prior to devices being sold or redeployed, they must meet the IT Asset Disposal Standards, which involves “wiping” and resetting the device to the factory standard.

You must complete this crucial step as some devices may have features that render them unusable (e.g. Find My Phone for Apple Devices).

Once reset to the factory settings, you can **return the device to your branch administrator**, who will send it on to Asset Investment Recovery (AIR) to be redeployed or sold.

Supporting Content:

[IT Asset Disposal Standards](#)

[Get Guidance & Interpretation of the Standards](#)

[Instructions for Wiping and Resetting devices to factory standard](#)

[Mobile Device Services website](#)

Note to Branch Administrators – if you have any questions, please contact the [Ministry Voice Coordinator, Cam Inkster](#).

Experiencing Issues/Have Questions? Contact the [Service Desk](#) online, by email at 77000@gov.bc.ca or call 250 387-7000 (**toll-free 1 866 660-0811**), option 4 (Mobile Service Support)

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Business Hours: 8:30am to 4 pm, Pacific Time, weekdays, excluding statutory holidays.

