

Chapter 5 – Administrative
Article 3 – Information Technology

5.3.1 Lost and Stolen IT Assets

(a) Policy

California Correctional Health Care Services (CCHCS) staff shall submit an Information Security Incident Report (ISIR) via a Solution Center ticket, to Local Information Technology (IT) staff within three days of identifying a lost or stolen IT asset.

(b) Applicability

This policy applies to all CCHCS staff, contracted personnel, volunteers, and vendors utilizing IT assets.

(c) Procedure

(1) Attempting to Locate Lost IT Assets

(A) Staff shall search the surrounding area where the IT asset was last assigned/seen.

(B) Staff shall inform their supervisor or manager that the IT asset is missing to determine if others may be aware of the asset being moved to another location. If still unable to locate the IT asset after notifying supervisor or manager, staff shall follow the process as outlined in Section (c)(3), Reporting Lost or Stolen IT Assets.

(2) Determining IT Asset Disposition

Local IT shall:

(A) Determine the IT asset disposition by checking all applicable databases and network activity of the IT asset, per the Information Technology Services Division (ITSD) Lost and Stolen IT Assets Procedure.

(B) Widen the search of the surrounding area (arrange with California Department of Corrections and Rehabilitation/CCHCS Program Supervisors):

1. Notify the Chief Executive Officer or CCHCS site leadership to perform site-wide CCHCS physical inventory (local IT staff will provide asset information to site leadership and inform them of all activities performed to locate missing asset).
2. If the IT asset is lost/stolen at an institution:
 - a. Notify the Watch Commander, Investigative Services Unit, and Warden of the missing IT asset
 - b. Provide the asset tag number and model.
 - c. CCHCS Local IT staff shall assist program staff with physical inventory of equipment, if needed.

(3) Reporting Lost or Stolen IT Assets

(A) Staff shall obtain a local law enforcement report to complete required notifications for stolen IT assets.

1. In the event an IT asset is stolen on state property, the local law enforcement agency is the California Highway Patrol (CHP). The Department of General Services STD. 99, Report of Crime or Criminally Caused Property Damage on State Property, form is required in the event CHP is involved.

(B) Staff shall notify local IT immediately via a Solution Center ticket when an IT asset is determined lost/stolen.

Local IT shall assist, as necessary, in documenting the following information within the ticket:

1. If IT Asset is determined stolen:
 - a. Name of the local law enforcement department reported to.
 - b. Report number.
 - c. If crime occurred on state property, complete the STD. 99 and notify the nearest CHP office. Return the completed STD. 99 form to the Information Security Office (ISO).
2. Phone number of the device (if applicable).
3. Model of the device.
4. Serial number of the device.
5. Asset tag number of the device.
6. Last location of the IT asset.
7. Did it contain sensitive, confidential, or Protected Health Information?
8. If capable, was the IT asset password/PIN protected?
9. Include the ISO on the Solution Center ticket. The ISO shall add pertinent information to the ticket.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

- (C) Within three business days, and once determined appropriate to do so, Local IT shall direct staff to complete the CCHCS ISIR, located on the Information Security page of Lifeline under “Information Security Reporting Procedure, How to Report an Information Security Event”.
 - 1. The completed ISIR shall be attached to the Solution Center ticket.
- (D) Local IT staff shall send notification containing the above information to appropriate parties, per the ITSD Lost and Stolen IT Assets Procedure.
- (E) For mobile phones, local IT shall attempt to locate the phone per the ITSD Lost and Stolen IT Assets Procedure.
- (F) If an IT asset was lost/stolen in an institution, the local hot trash custody processes shall be followed for any components that are missing.

(4) Finding a Lost/Stolen IT Asset

If a lost/stolen IT asset is found, local IT shall:

- (A) Update and resolve the CCHCS Solution Center ticket.
- (B) Notify all parties involved.
- (C) Update the IT asset disposition in all applicable locations.

References

- ITSD Lost and Stolen IT Assets Procedure
- STD. 99 – Report of Crime or Criminally Caused Property Damage on State Property:
<https://www.documents.dgs.ca.gov/dgs/FMC/PDF/std099.pdf>
- STD. 152 Property Survey Sheet:
<https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std152.pdf>
- STD. 158 Property Transfer Report:
<https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std158.pdf>
- CCHCS Information Security Incident Report (ISIR):
<http://lifeline/ExecutiveOperations/InformationTechnology/InformationSecurity/Documents/CCHCS%20Information%20Security%20Incident%20Form.pdf>
- Locating a CHP Office:
<https://www.chp.ca.gov/find-an-office>

Revision History

Effective: 01/2022