

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p style="text-align: center;">POLICY</p>	<p>WRHA GOVERNED SITES Applicable to programs, departments and services of the WRHA governed sites</p>		<p>Level: 2A</p>
	<p>Policy Name: Use of Portable Electronic Devices and Personal Computers</p>	<p>Policy Number: 10.20.025</p>	<p>Page: 1 of 5</p>
	<p>Approval Signature: <i>Original signed by A. Wilgosh</i></p>	<p>Section: GENERAL ADMINISTRATION</p>	
	<p>Date: June 2011</p>	<p>Supercedes: #10.20.020 and #10.20.030</p>	

1.0 PURPOSE:

- 1.1 To provide a process for the consistent eligibility, allocation, distribution, use of, and responsibility for, Portable Electronic Devices (PEDs) and personal computers, printers and telecommunications equipment, including telephones.
- 1.2 To ensure proper licensing and installation of software on Portable Electronic Devices (PEDs) and Personal Computers.
- 1.3 To address support coverage outside of normal business hours.
- 1.4 To help ensure that the Employer has an effective and efficient communications structure with respect to Portable Electronic Devices (PEDs) and Personal Computers.
- 1.5 To provide guidance in minimizing costs related to Portable Electronic Devices (PEDs) and Personal Computers.

2.0 DEFINITIONS:

- 2.1 Portable Electronic Devices (PEDs) include Laptops, cellular telephones, pagers, PDAs, iPods, iPads, BlackBerries and other similar devices.
- 2.2 Personal Computers (PCs) – Computers built around a microprocessor for use by an individual. Personal computers have their own operating systems, software, and peripherals, and can generally be linked to networks.
- 2.3 Laptops – Are portable personal computers and may be referred to as a “Notebook”, “Netbook” or “Tablet” personal computers.
- 2.4 BES License – BlackBerry Enterprise Server license for software resident on a server required to communicate securely with BlackBerry devices.
- 2.5 Personal Digital Assistants (PDAs) - Devices such as Palm Pilots that provide organizer capabilities, and access through synchronization to email and calendar functionality and that may or may not have wireless capabilities.
- 2.6 Short Messaging Services (SMS) - sending of short text messages between handheld devices.
- 2.7 Remote Location – a physical location outside of your normal office environment
- 2.8 WRHA Device – any electronic item provided to the employee from the employer.

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2.9 BlackBerry / Smart phone Device – A BlackBerry Device is a specific type of smart phone (manufactured by RIM). A smart phone is a mobile phone that offers more advanced computing ability and connectivity. Smart phones may be thought of as handheld computers integrated with a mobile telephone. Smart phones run complete operating system software providing a platform for application developers. Thus, they can combine the functions of a camera and a personal digital assistant (PDA).

3.0 **POLICY:**

3.1 All Portable Electronic Devices, personal computers, printer and telecommunications equipment assigned to an employee are intended for business purposes only and must be used in compliance with the WRHA Acceptable Use Policy for Computers/Internet #70.20.010.

3.2 Employees with Portable Electronic Devices shall be responsible to:

- (a) secure them from unauthorized use;
- (b) ensure they not be left unattended in an unsecured location; and
- (c) take appropriate precautions to prevent loss, theft or unauthorized access to sensitive data or email.

3.3 Loss or theft of Portable Electronic Devices, or any potential security breaches, shall be reported immediately by the employee to Manitoba eHealth by contacting the Service Desk (via email or phone). In the event of loss or damage through negligence or misuse while in the custody of the employee, the employee may be held responsible for the costs of repair and/or replacement.

3.4 It is the manager's responsibility to ensure that employees who are assigned Portable Electronic Devices return the equipment immediately upon termination of employment.

3.5 Employees should make all reasonable efforts to minimize costs related to Portable Electronic Devices.

3.6 Consideration should be given to having an "On Call" PED or pager for circulation among a group of employees who share the requirement to be on call. When this situation arises, one employee shall be responsible for the ongoing control of the PED and/or pager.

3.7 Use of Portable Electronic Devices and potential interference with medical equipment shall conform to WRHA Policy #10.20.040.

3.8 All contracts entered into must be honored by the requestor and all financial obligations paid for by the requestor.

4.0 **PROCEDURE:**

4.1 **Personal Computers**

4.1.1 Employees that have requirements shall be allocated a PED and/or personal computer for business uses as approved by their manager. By default, the assigned computer is to be of the desktop variety. If a significant amount of travel or off-site work is required, the employee may be assigned a Laptop.

4.1.2 All computer hardware and software assigned to an employee will adhere to the published standards of Manitoba eHealth (hyperlink). All exceptions must be approved by the CIO or his/her delegate.

4.1.3 Personal computers shall not be assigned to individuals for home use unless approval from the employer is provided through an approved work-at-home program.

4.2 **Laptops**

- 4.2.1 Laptop computers will be the responsibility of the employee at all times. They are not to be left in vehicles or left unattended while not on a work location. Appropriate security, including tie down cables should be used when working at remote locations.

All laptops must be configured by Manitoba eHealth and will include security software including encryption. Under no circumstances can the normal functioning of this software be interfered with by the employee.

4.3 **Printers and Colour Printing**

- 4.3.1 All employee's printing needs shall be done through shared network printers. Personal printers are assigned to employees only under special circumstances and must be approved by the CIO or designate.

- 4.3.2 Due to the high cost of printing in colour, all documents printed for internal purposes shall be printed in black and white where at all possible.

4.4 **PEDs and Cellular Phones**

- 4.4.1 A PED including cell phones will be provided to an employee only upon the receipt of the appropriate Cellular Phone Approval Form signed by the relevant Vice-President / COO.

An authorized Manitoba eHealth Cellular/pager request form (located on the WRHA website -Manitoba eHealth- Service Catalogue -Telecom Services- Cellular Phones) must be completed and submitted to Manitoba eHealth Service Desk for processing. Currently all cell phones come with a 2 year service contract.

- 4.4.2 All PEDs and cellular phone invoices outside of normal charges must be approved by the employee's direct Manager or Supervisor prior to payment.

- 4.4.3 Employees shall reimburse the employer for any additional charges related to personal use where such costs are in excess of \$5.00 per month. A cheque payable to the WRHA for the total amount of these additional charges should be attached to the invoice when it is submitted for approval.

- 4.4.4 PEDs and Cell phones are provided with an ear-phone for hands-free use. Bluetooth and additional accessories are the responsibility of the employee and are not provided by the employer. Under no circumstances shall a PED or cell phone be operated while driving without a hands-free device of some kind.

- 4.4.5 Use of Cellular Phones must be in compliance of all applicable laws. Any fines or other costs as a result of improper use are the responsibility of the employee.

- 4.4.6 In the event that a Cellular phone is lost or stolen; the employee must contact Manitoba eHealth Service Desk immediately - after hours, employees must contact your wireless service provider and notify them of the theft/loss.

- 4.4.7 Employees shall reimburse the employer, if costs are incurred as a result of willful damage or neglect of WRHA device.

- 4.4.8 All employees shall adhere to the appropriate security and privacy policies in order to ensure the information contained on all portable devices is protected. This includes, but is not limited to, passwords, encryption, anti-virus software, etc.

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4.5 **Pagers**

- 4.5.1 Employees requesting a numeric/alphanumeric pager shall submit a completed Manitoba eHealth Cellular/pager request form authorized by their site director/ manager.
- 4.5.2 Employees shall reimburse the employer, if costs are incurred as a result of willful damage or neglect of WRHA device.
- 4.5.3 The use of PEDs and cell phones is preferred over pagers where this is possible. It is strongly discouraged to assign pagers to employees who are also assigned PEDs or cell phones, and vice-versa.

4.6 **Land Lines**

- 4.6.1 Monthly statements for landlines will be forwarded to departments for review and approval. Monthly usage costs for long distance in excess of \$50.00 shall be forwarded to the individual's immediate supervisor for approval.
- 4.6.2 The employee shall reimburse non-business long distance costs or other personal costs from its landline in excess of \$5.00 per monthly statement per employee.
- 4.6.3 Employees should make best efforts to minimize costs associated with the movement of landlines within an office.

4.7 **BlackBerry / Smart phone Devices**

- 4.7.1 Employees requesting BlackBerry/Smart Phone Devices must complete a Blackberry Request Form.
- 4.7.2 Eligibility for a BlackBerry / Smart phone Device must be based on business justification on a case-by-case basis as defined by the requester's Vice President / equivalent on the senior management team. Suggested criteria is;
- Employee is highly mobile
 - High availability of employee throughout the day is required; and/or
 - High reliance on email and immediate responsiveness through email throughout the work day
- 4.7.3 Once business case approval for the BlackBerry / Smart phone Device has been obtained from the requester's Vice President (or equivalent), the request is submitted to the Chief Information Officer, Manitoba eHealth (or Designate) for approval, in order to ensure that sufficient resources are in place to support the device.
- 4.7.4 When approval for the BlackBerry / Smart phone Device has been obtained from the Chief Information Officer Manitoba eHealth, the requestor shall be notified. If the request is not approved, the requester's Vice President (or equivalent) is notified.
- 4.7.5 Manitoba eHealth will provide the BlackBerry / Smart phone Device and approved software and accessories along with required usage training. Manitoba eHealth will track the number of BlackBerry / Smart phone Device users and ensure the BES Licenses are maintained.

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- 4.7.6 If an employee has a personal BlackBerry / Smart phone Device; and a business requirement to have the device configured to the site's email sever; this request must be approved by the site's Chief Operating Officer (or equivalent) and provide rationale for requiring access to the WRHA Business Enterprise server .

Requesting Employees must complete a Manitoba eHealth Personal BlackBerry Device WRHA Email Access Request Form, located on the WRHA In Site- Manitoba eHealth-Service catalogue- Telecom Services- BlackBerry

The requesting employee is responsible for the annual Business Enterprise Licensing Fee of \$75.00 (at time of publication, subject to change).

- 4.7.7 Only WRHA purchased BlackBerry / Smart phone Devices and other approved PEDs will be supported. Personal BlackBerry Devices and PEDs purchased by employees will not be supported.
- 4.7.8 In the event that there is:
- (a) a termination of employment;
 - (b) transfer to a position that no longer requires a BlackBerry / Smart phone Device; or
 - (c) where a new employee assumes the position using a BlackBerry / Smart phone Device,
- it is the employee's supervisor responsibility to notify Manitoba eHealth.
- 4.7.9 Upon receiving a BlackBerry / Smart phone Device, an employee must turn in his/her Company provided PDA and cellular phone. If the employee wishes to keep these devices for personal use, they must reimburse the Company for remaining contract obligations.
- 4.7.10 BlackBerry / Smart phone Device users shall use a password (4 characters or greater) and should change it on a regular basis. The password should not be written down and should not be the same as the user's network sign-on password. Manitoba eHealth will "push" technology in order to provide stronger protection (such as automatic wipe, encryption, etc.)
- 4.7.11 BlackBerry / Smart phone Device users should avoid storing sensitive data on their devices or using the device for long-term storage of corporate data. Unencrypted wireless data communication (such as SMS) should be avoided for sensitive information. At no time should personal health information be stored on a BlackBerry / Smart phone Device that is not encrypted.
- 4.7.12 Support for BlackBerry / Smart phone Device usage outside normal (Monday to Friday 8 am to 5 pm) business hours will be as outlined in the support agreement for the application being used on the device.
- 4.7.13 Upgrades to a BlackBerry / Smart phone Device shall only be considered upon completion of the specific remaining contract obligations and as approved by the Chief Information Officer, Manitoba eHealth.
- 4.7.14 Bluetooth and other (convenience) accessories are the responsibility of the employee and will not be provided from the WRHA.

4.8 **Software on all Portable Electronic Devices**

- 4.8.1 All software used on Portable Electronic Devices shall be properly purchased and licensed. This includes (but is not limited to) "shareware" applications that may be evaluated for a specified time period but after which must be purchased to continue use legally.

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4.8.2 Employees who are required to acquire software outside of the standard suite provided shall go through the normal purchasing/approval process (See WRHA Purchasing Policy 30.10.130).

5.0 **REFERENCES:**
Computer/Internet, Use of policy (#70.20.010)

Policy Contact: *John Speidel, Director of Finance & Administration - Manitoba eHealth*