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North Sound Behavioral Health Organization
Section 4000 – IS/IT: Information Systems Policy and Procedures

Authorizing Source:

Cancels:

See Also:

Responsible Staff: Information Systems Manager

Approved by: Executive Director

Signature:

Date: 6/21/2018

POLICY #4001.00

SUBJECT: INFORMATION SYSTEMS POLICY & PROCEDURES

PURPOSE

The enclosed policies and directives have been established in order to:

1. Ensure individual's confidentiality;
2. Protect the investment of human and financial resources in the creation of North Sound Behavioral Health Organization (North Sound BHO) Information System/Information Technology (IS/IT) systems;
3. Safeguard the information contained within these systems;
4. Reduce business and legal risk;
5. Protect the good name of the North Sound BHO; and
6. Ensure orderly and efficient operations.

RESPONSIBILITY

General responsibilities pertaining to this policy are set forth in this section. The following sections list additional specific responsibilities.

Manager Responsibilities

1. Ensure all appropriate personnel are aware of and comply with this policy; and
2. Create appropriate performance standards, control practices, and procedures designed to provide reasonable assurance that all employees observe this policy.

IS/IT Staff Responsibilities

1. Develop and maintain written standards and procedures necessary to ensure implementation of and compliance with these policy directives; and
2. Provide appropriate support and guidance to assist employees to fulfill their responsibilities under this directive.

INTERNET AND EMAIL POLICY

The Internet is a very large, publicly accessible network, with millions of connected users and organizations worldwide. One (1) popular feature of the Internet is email.

Access to the Internet is provided to employees for the benefit of the North Sound BHO and its enrollees. Employees can connect to a variety of business information resources around the world, communicate with stakeholders, and inform the public. Conversely, the Internet is also replete with risks and inappropriate material. To ensure all employees are responsible and productive Internet users and to protect the North Sound BHO's interests, the following guidelines have been established:

1. Acceptable Use

Employees using the Internet are representing the North Sound BHO and are responsible for using it in an effective, ethical, and lawful manner, such as:

- a. Using Web browsers to obtain business information from commercial Web sites;
- b. Accessing databases for information as needed; and
- c. Using email for North Sound BHO business contacts.

2. Unacceptable Use

Employees may not use the Internet for purposes that are illegal, unethical, harmful to the North Sound BHO, or non-productive. While using North Sound BHO resources, Internet and email shall not be used for employee personal gain or to support other activities unrelated to North Sound BHO business, such as:

- a. Sending or forwarding chain e-mail (i.e., messages containing instructions to forward the message to others);
- b. Conducting personal business using North Sound BHO resources;
- c. Transmitting any content that is a solicitation of funds, contains political messages, is offensive, harassing, or fraudulent; and
- d. Connecting, or attempting to connect, any employee-owned device to the internal network, either via direct cable connection or Wi-Fi.
 - i. For guests and employee-owned devices to have access to the Internet, off network Wi-Fi is provided as a courtesy; and
 - ii. By request, off network computers can be checked out by guests, as well as employees who present a legitimate business need currently restricted by our internal network or perimeter firewall policies. NOTE: Policies regarding legal and ethical Internet access apply on premise regardless of the system or Internet connection being used.

3. Downloads

File downloads from the Internet are not permitted unless specifically for use in normal work activities.

4. Employee Responsibilities

- a. Ensure all communications are for professional reasons and they do not interfere with productivity.

- b. Be responsible for the content of all text, audio, or images that s/he places or sends over the Internet. All communications shall have the employee's name attached.
- c. Not transmit copyrighted materials without permission.
- d. Know and abide by all applicable North Sound BHO policies dealing with security and confidentiality of North Sound BHO records.
- e. Run a virus scan on any executable files received through the Internet.
- f. Avoid transmission of confidential individual information. If it is necessary to transmit confidential information, employees are required to take steps, such as the use of encryption, to ensure information is delivered to the proper individual(s) authorized to receive such information for a legitimate use.

5. **COPYRIGHTS**

Employees using the Internet are not permitted to copy, transfer, rename, add, or delete information or programs belonging to others unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action by the North Sound BHO and/or legal action by the copyright owner.

6. **MONITORING**

All messages created, sent, or retrieved over the Internet are the property of the North Sound BHO and may be regarded as public information. The North Sound BHO reserves the right to access the contents of all messages sent over its facilities if the North Sound BHO believes, in its sole judgment, it has a business need to do so. All communications, including text and images, can be disclosed to law enforcement or other third-parties without prior consent of the sender or the receiver. This means, ***Don't put anything into your email messages that you wouldn't want to see on the front page of the newspaper, or be required to explain in a court of law.***

COMPUTER VIRUSES

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of North Sound BHO resources. They are much easier to prevent than to cure. Defenses include protection against unauthorized access to computer systems, using only trusted sources for data and programs, and maintaining virus-scanning software.

IS/IT Responsibilities

- 1. Install and maintain appropriate antivirus software on all computers; and
- 2. Respond to all virus attacks, destroy any virus detected, and document each incident.

Employee Responsibilities

- 1. Employees shall not knowingly introduce a computer virus into North Sound BHO computers;
- 2. Employees shall not load removable media or software of unknown origin;
- 3. Incoming removable media shall be scanned for viruses before they are read; and
- 4. Any employee who suspects that his/her workstation has been infected by a virus shall immediately notify the IS/IT staff.

ACCESS CODES AND PASSWORDS

The confidentiality and integrity of data stored on North Sound BHO computer systems must be protected by access controls to ensure only authorized employees have access. This access shall be restricted to only those capabilities that are appropriate to each employee's job duties.

IS/IT Responsibilities

IS/IT staff shall be responsible for the administration of access controls to all North Sound BHO computer systems. IS/IT staff will process all adds, deletions, and changes.

Employee Responsibilities

1. Each employee shall be responsible for all computer transactions made with his/her user ID and password.
2. Each employee shall not disclose passwords to others. Passwords must be changed immediately if it is suspected they may have become known to others. Passwords should not be recorded where they may be easily obtained.
3. Each employee will change passwords at least every 30 days.
4. Each employee should use passwords that will not be easily guessed by others.
5. Each employee should lock or log out when leaving a workstation.

Manager Responsibility

Managers shall notify IS/IT staff promptly whenever an employee leaves the North Sound BHO or transfers to another department so his/her access can be revoked or modified. Involuntary terminations must be reported concurrent with termination.

PHYSICAL SECURITY

It is North Sound BHO's policy to protect computer hardware, software, data, and documentation from misuse, theft, unauthorized access, and environmental hazards.

Employee Responsibilities

1. Electronic files and documents shall only be stored on the file server. Only copies shall be stored on removable media.
2. Removable media shall be stored out of sight when not in use. Particularly small pilferable media such as flash drives, hard drives and sound recorders. If they contain sensitive or confidential data, they must be encrypted or locked up.
3. Removable media should be kept away from environmental hazards such as heat, direct sunlight, and magnetic fields.
4. Critical computer equipment (e.g., file servers), must be protected by an uninterruptible power supply (UPS). A surge suppressor should, at a minimum, protect other computer equipment.
5. Environmental hazards to hardware such as food, smoke, liquids, high or low humidity, and extreme heat or cold should be avoided.
6. Since IS/IT staff are responsible for all equipment installations, disconnections, modifications, and relocations, employees are not to perform these activities. This does not apply to temporary moves of portable computers.

7. Employees should exercise care to safeguard the valuable electronic equipment assigned to them. Employees who neglect this duty may be accountable for any loss or damage that may result.

COPYRIGHTS AND LICENSE AGREEMENTS

It is the policy of North Sound BHO to comply with all laws regarding intellectual property. North Sound BHO and its employees are legally bound to comply with the Federal Copyright Act (Title 17 of the U.S. Code) and all proprietary software license agreements. Non-compliance can expose North Sound BHO and the responsible employee(s) to civil and/or criminal penalties. This directive applies to all software owned by North Sound BHO, licensed to North Sound BHO, or developed using North Sound BHO resources by employees or vendors.

IS/IT Responsibilities

1. Maintain records of software licenses owned by North Sound BHO; and
2. Periodically (at least annually) scan North Sound BHO computers to verify only authorized software is installed.

Employee Responsibilities

Employees shall not:

1. Install software; Software must be acquired, tested, approved and installed by IS/IT.
2. Only software that is licensed to or owned by North Sound BHO is to be installed on North Sound BHO computers.
3. Copy software unless authorized by IS/IT.
4. Download software unless authorized by IS/IT.

Acknowledgment of Receipt

All employees will receive the following:

1. A copy of this IS Policy & Procedures; and
2. Will be asked to sign a form acknowledging receipt of, understanding of, and agreement to the specific terms listed on the Acknowledgement of Information System Policy & Procedures form available from HR during onboarding.

ATTACHMENTS

None