

Subject: Acceptable Use of IT Resources	Date Approved: May 22, 2010
Approved by: Executive Director	Date Revised:
Specific to: All Staff, Board of Directors and Volunteers	Next Review Date: September 2017

POLICY

Information technology (IT) network resources are corporate resources owned by Listowel & Wingham Hospitals Alliance (LWHA) and leased for use by the North Huron Family Health Team (NHFHT). NHFHT owns the IT hardware resources and is supported by LWHA for its IT resources maintenance and management. These resources are made available to staff and affiliates to conduct the business of the organization (i.e. for patient care, research, educational, and administrative purposes).

Users of IT resources are responsible for:

- Compliance with applicable organizational policies (both LWHA and NHFHT), agreements, guidelines, and legal requirements;
- All activities performed under their user identification (ID);
- The management and security of their ID and system password.

As the owners of the IT resources, LWHA and NHFHT reserve the right to audit and monitor these systems' usage and content. This may be carried out without prior notice for security reasons, to support ongoing operations, maintenance, and upgrades to technology resources, and to support approved investigative activities related to unacceptable use or legal issues.

When devices that are the property of the user are used to access the organization's IT resources, the user must comply with this policy.

Personal use of IT resources for functions outside an individual's role should be minimized and should not interfere with the operations and / or policies of the organizations and that use must be acceptable.

Staff and affiliates are required to report unacceptable use of IT resources to the Executive Director. Unacceptable use includes but is not limited to:

- Accessing electronic records of patients or employees where access is not required to perform the duties for which an individual is employed by or affiliated with the organization, including the user's own records and those of family and friends;
- Transmission of confidential, business, or patient-related information to external sites or services that are not secure;
- Accessing, modifying, deleting, copying, printing, disclosing, transmitting, or otherwise tampering with files and / or data to which the user has not been provided authorization to access;
- Usages that disrupts the organization's operations, impacts security, consumes excessive network storage space of IT resources;
 - Examples include:

- Knowingly introducing malicious programs into the network, servers, or computers (e.g. viruses, worms, Trojan horses, e-mail bombs, etc);
 - Deliberate use of chain messages;
 - Sending an email to all email users or to a large number of email users without proper authorization;
 - Unauthorized external instant messaging programs.
- Excessive use of the Internet for non-business purposes during work hours;
 - Damaging, vandalizing, theft of, or any other illegal activity related to information technology, and / or software and /or data;
 - Installing of any software for which LWHA or NHFHT or the end user does not own an active license.

Unacceptable use of IT resources may result in discontinuation of network privileges and / or disciplinary action up to and including termination of employment, contract, or affiliation with the organization.

DEFINITIONS

Affiliates

Individuals who are not employed by the organization but who perform specific tasks at or for the organization. Examples include:

- Physicians
- Students
- Volunteers
- Contractors

Information Technology (IT) Resources

- Computing devices and associated peripherals, communication infrastructure and related equipment, facsimile machines, scanners, copiers, telephones, personal data assistant (PDA), video equipment, other multimedia devices;
- The network which is a group of computers and associated devices and systems, connected by communications facilities (hardware and software) to share information and peripheral devices, such as printers;
- All forms of software purchased by NHFHT and / leased from LWHA.

Instant Messaging Programs

Programs used to communicate with others externally (online chat) in real time (i.e. outside of the LWHA – NHFHT network) over the Internet (e.g. Microsoft Instant Messenger, Yahoo Instant Messenger, AOL Instant Messenger, etc.)

Transmission

The sending of files, images, data, or other information using electronic means such as email, FTP, or online chat programs.

User ID (Identification)

The short and cryptic name that identifies a user on a computer system. User IDs are unique on a given computer system (i.e. no two users can have the same user ID). Also known as user names, account names and can be a combination of first and/ or last name, numbers or some alphanumeric combination.