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<p><u>POLICY TITLE</u></p> <p>ACQUIRING TECHNOLOGY (Computers – Laptops - Cell Phones – PDAs – Accessories)</p>		
<p><u>AUTHORIZATION</u></p> <p>Vice President, Corporate Services and Chief Financial Officer</p>	<p><u>DATE APPROVED</u></p> <p>April 2003</p>	<p><u>DATE REVISED</u></p> <p>Revision 1 - August 2004 Revision 2 - September 2005</p>

1.0 **POLICY**

- 1.1 Acquisition of mobile technology (computers, laptops, cell phones, Personal Digital Assistants (PDAs) and accessories) is intended to assist the business units in providing efficient and effective day to day operations by facilitating the work of our mobile workforce.
- 1.2 The Fraser Health Authority (FHA) supports acquisition of this technology where there is demonstrated value and compatibility with the Authority's vision, priorities and financial capacity.
- 1.3 In an effort to provide a stable and sustainable technological environment the FHA's Information Technology (IT) Services provides management and support of user technologies including computers, laptops, cell phones, PDAs and accessories.

2.0 **APPROVAL**

- 2.1 All FHA staff are eligible to acquire FHA standard computer technology upon completion of the Technology Orders on-line process via FHAWEB http://fhapps/is_techorder/. Directors are responsible for requisitioning this technology and approving charge-back to the appropriate cost centre.
All requests for PDAs, tablets (all models) and laptops (all models) must meet the criteria of supporting staff with mobile and multi-site responsibilities.
IT Services will:
 - Validate the submitted request for completeness;
 - Review approved request to ensure all required infrastructure is in place (i.e. cabling, power, Operating System);
 - Review with requestor to ensure that they understand the cost implications (Total Cost of Ownership – TCO) and the impact the acquisition will have on the requestor's operating budget in perpetuity. (Refer to FHA policy – "Budget Management – Operating Budget").
- 2.2 All requests for technology for non-FHA employees must be presented to the appropriate Vice President by the Director responsible for that area. These requests are charged the same amounts as employee requests. Please note that requests for network user accounts and application access are required separately and will be evaluated independently of technology requests.

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- 2.3 Medical Directors and salaried physicians are eligible to acquire technology. Chargeback applies as per FHA Staff. The Vice President, Medicine is responsible for requisitioning this technology and approving charge-back to the appropriate cost centre.

3.0 ACQUISITION

- 3.1 All technologies must be requisitioned through FHA approved requisitioning practices. Please review the current standards and associated costs on FHAWEB at http://fhapps/is_techorder/.

Under NO CIRCUMSTANCES will personal devices (non-FHA) be permitted access to the FHA network. Failure to maintain this standard could lead to discipline up to and including termination of employment, revocation of admitting privileges and/or termination of contract. (Refer to FHA Policy – “Electronic Communications”)

- 3.2 All technologies are corporately managed assets. As such, they are subject to the Technology Lifecycle Management practices of FHA and all policies regarding computer hardware and software acquisition, usage, support and replacement.
- 3.3 To provide efficient operation and continued support of these technologies, IT Services shall only provide management and support of FHA approved technologies. Please review the current standards and associated costs on FHAWEB at http://fhapps/is_techorder/,
- 3.4 Any technology acquired through previous FHA approved capital process will be reviewed for compatibility and support against current standards and if installed, done so on a one time basis only, providing the user can produce the documentation to support the acquisition (ie. Purchase Order) and the licensed software. At subsequent Tech (PC) refreshes, the equipment will not be eligible for re-installation and the user will be responsible for requesting a corporate standard replacement.

4.0 THEFT, LOSS or DAMAGE

- 4.1 It is the responsibility of the department Director to report immediately the loss or damage of any computer devices to the IT Service Desk. All appropriate Risk Management paperwork associated with such incidents is the responsibility of the department Director.

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- 4.2 Replacement of technologies in the event of theft, loss or damage will require re-approval and will incur additional departmental costs for insurance and replacement purposes. In addition, a risk assessment must be completed by Protection Services and any recommendations for improving security must be completed before replacement equipment is installed.

5.0 COST

- 5.1 Cost of ownership is the sole responsibility of the requesting department and will require a permanent transfer of operating funds to the IT Services budget (Refer to FHA policy – “Definition of Capital”).
- 5.2 In the event of a platform upgrade and/or change, additional costs are the responsibility of the requesting department.

6.0 SERVICE and SUPPORT

- 6.1 All technologies shall meet regional hardware and software standards to ensure IT Services support for the device(s). Please review the current standards and associated costs on FHAWEB at http://fhapps/is_techorder/.
- 6.2 Personal technologies will not be installed and are not eligible for corporate support.
- 6.3 All technology service and support requests shall be reported to the IT Service Desk where priority of response will be determined. Most technologies represented within this policy are considered Priority 3 (non-urgent) with hours of support falling within regular Service Desk hours.
- 6.4 Upon delivery of technology, IT Service staff or designated representative will provide an initial configuration for the technology. Changes to these configurations are made via a “Service Desk Request for Service” and additional technologies, accessories or components can be requested via FHAWEB http://fhapps/is_techorder/.
- 6.5 IT Services shall transfer or migrate data from older technologies to new technologies during Tech Refresh cycles or as a result of device replacement due to failure, assuming data is still recoverable. All local storage, including C: drive, USB Keys, memory cards, etc. and the safe storage and backup, are

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the sole responsibility of the technology users. Information stored to FHA Network Drives will be managed and maintained by IT Services.

7.0 **APPROPRIATE USE**

- 7.1 These technologies should all be treated as insecure computing devices. All available security and password features should be utilized for each device as available. All information accessed by or retained within a device described in this policy is covered by the existing FHA Policy – “Confidentiality and Security of Personal Information” and FHA Policy – “Audit of Electronic Health Information Access”.
- 7.2 The department Director is responsible for the use of all technologies assigned to their department, and compliance to the policy and procedures.
- 7.3 These technologies **MUST NOT** be used in a manner that would position it as a critical component to a clinical or business function, unless prior arrangements for enhanced support and prioritized problem resolution are identified and agreed to at time of acquisition.

8.0 **REFERENCES**

Fraser Health Authority Policies:

- Audit of Electronic Health Information Access
- Budget Management – Operating Budget
- Confidentiality and Security of Personal Information
- Definition of Capital
- Electronic Communications