	Team Name: Information and Communication Technology	Reference Number: ORG.1610.PL.003
	Team Lead: Regional Director of Information and Communication Technology	Program Area: Information and Communication Technology
	Approved by: VP - Corporate Services	Policy Section: General
	Issue Date: April 15 2019 Review Date: Revision Date:	Subject: Allocation of Information and Communication Technology (ICT) Devices

POLICY SUBJECT:
Allocation of Information and Communication Technology (ICT) Devices

PURPOSE:
- ➢ To provide a process for the consistent eligibility, allocation, distribution, use of, and responsibility for Information and Communication (ICT) devices.
- ➢ To ensure proper licensing and installation of software on ICT devices.
- ➢ To help ensure that the Employer has an effective and efficient information and communication structure with respect to ICT devices.
- ➢ To provide guidance in minimizing costs related to ICT devices.

BOARD POLICY REFERENCE:
Executive Limitation 1: Global Executive Restraint & Risk Management
Executive Limitation 7: Corporate Risk

POLICY:
- ➢ All ICT devices assigned to an employee must be used in compliance with the Southern Health-Santé Sud Appropriate Use of Information and Communication Technology Policy ORG.1610.PL.002.
- ➢ All ICT devices and related software assigned to an employee must meet the standards established by Southern Health-Santé Sud ICT.   All exceptions must be approved by the Southern Health-Santé Sud Regional Director of ICT, or designate. This includes any hardware or software installed prior to the development of this policy.

- Loss or theft of ICT Devices, or any potential security breaches, shall be reported immediately by the employee to Southern Health-Santé Sud by contacting the Manitoba eHealth Service Desk by phoning 1 (866) 999-9698.
- 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.
- It is the manager's responsibility to ensure that employees who are assigned ICT Devices return the equipment immediately upon termination of employment.
- Employees should make all reasonable efforts to minimize costs related to ICT Devices.
- Southern Health-Santé Sud ICT must be notified of all Information and Communication Technology system related Install, Add, Move and Changes (IMAC) using the IMAC (Install, Move, Add, Change) Form – ORG.1610.FORM.001.
- Where a group of employees shares on-call duties, consideration will be given to having a shared personal electronic device (PED). When this situation arises, one employee shall be responsible for the ongoing control of the PED.
- Desktop Computers
  - Employees shall be allocated a desktop computer for business use as approved by their manager.
  - Desktop computers shall not be assigned to individuals for use in their home.
- Laptops
  - If a significant amount of travel or off-site work is required, the employee may be assigned a Laptop as approved by their manager. If an employee, previously assigned a desktop computer, is assigned a laptop or tablet, the desktop computer it is replacing must be relinquished for reassignment.
- Removable Storage
  - Employees shall be allocated Removable Storage for business use as approved by their manager.
- Multi-Function Devices (MFD)
  - MFD's will be allocated/relocated/removed based on the guiding principles and processes outlined in MFD Project Principles and Criteria.
  - 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.
- Cellular Phones and Smart Phones
  - Southern Health-Santé Sud provides wireless communication devices appropriate to the need and purpose of the employee's function.
- Vice Presidents, Executive Directors, Regional Directors and Directors of Health Services are considered to have pre-approval for the acquisition of a Smart Phone.
- Managers, Supervisors and other employees who meet the following criteria may be eligible to obtain a Cellular Phone or Smart Phone. Vice President/Executive Director approval is required.
- For employees who have Smart Phones approved, consideration should be given for removal of landline.

➢ Cellular and Smartphone Criteria

Cellular Phone – Voice Plan Only	Smart Phone – Voice and Data Plan (Should meet at least three (3) of the following criteria):
➢ Not required to respond to or monitor email within a short time period.	➢ Require access to calendar
➢ Although required to travel from site to site, may have access to email within a reasonable time within the sites.	➢ Required to travel throughout region and/or province on a frequent basis.
➢ On call. If shared on call, cellular phone should be shared, if possible	➢ Expectation to respond to or send urgent and/or time sensitive email when not in office both during and after office hours.
➢ There is an expectation that employee be in touch on a regular basis when out of the office.	➢ There is a high degree of expectation from external partners/networks that the employee has the ability to send/receive written messages at times other than when they are in their office.
	➢ Employee's work regularly occurs out of the office.

- o Privately owned smart phones will not be connected to the Southern Health – Santé Sud Information and Communication Systems.
- o Use of Cellular Phones and Smart 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.
- o Under no circumstances shall a Cellular Phone or Smart phone be operated while driving without a hands-free device of some kind.
- o In the event that a Cellular Phone or Smart Phone is lost or stolen; the employee must contact Manitoba eHealth Service Desk immediately.

➢ Roaming
- o By default all international roaming will be enabled on all Southern Health-Santé Sud PEDs.
- o Southern Health-Santé Sud employees must be aware of roaming charges and take necessary steps to limit international usage including but not limited to avoiding any:
  - ▪ non Southern Health-Santé Sud related roaming usage; and
  - ▪ high bandwidth activities (e.g. audio or video services, turn-by-turn navigation, downloading large files/attachments, accessing voicemail)
- o Southern Health- Santé Sud will cover roaming expenses if the employee meets the following criteria:
  - ▪ Purpose of international travel is to conduct Southern Health-Santé Sud business and approved by Vice President/Executive Director or higher.

- User is required to work during their personal leave and approved by Vice President/Executive Director or higher.
    - o Southern Health-Santé Sud staff that do not meet the above criteria but wish to have a roaming package added to their device at their own cost can do so. In this case the user will be responsible for all costs related international roaming.
- ➢ Pagers
    - o Pager services are currently being phased out across the region and will no longer be allocated for business use.
    - o The use of Cellular Phones and Smart Phones is preferred over pagers where this is possible. It is strongly discouraged to assign pagers to employees who are also assigned Cellular Phones and Smart Phones, and vice-versa.
- ➢ Land Lines/Desk Phones
    - o Employees shall be allocated a Land Lines/Desk Phones and voicemail for business use as approved by their manager.
    - o Employees should make best efforts to minimize costs associated with the movement of Land Lines/ Desk Phones within an office.
- ➢ Software on ICT Devices
    - o All software used on ICT Devices shall be properly purchased and licensed.
    - o Employees shall be allocated software for business use as approved by their manager.

DEFINITIONS:

Cellular Phone - A portable telephone that uses wireless cellular technology to send and receive phone signals.

Desk Phone – A phone that connects to the phone network through a physical cable or wiring.

Desktop Computer - A personal computer designed for use at a single location.

Information and Communication Technology Devices (ICT Device) – Any electronic item provided to the employee from the employer. This may include but is not limited to: Personal Computers (PCs); Portable Electronic Devices (PEDs), Multi-Function Devices (MFD) and telecommunications equipment.

Information and Communication Technology Systems - Information and communication technology hardware, software and network components that make up a computerized system.

Land Lines – The physical cable or wire that connects a phone to a telephone network.

Laptop - A portable computer which can be used to access Southern Health-Santé Sud resources from other than normal work locations.

Multi-Function Device - Short for multifunction peripheral, a single device that serves several functions, including printing. Typically, multifunction printers can act as a printer, a scanner, a fax machine and a photocopier.

Pager – A portable electronic device used to receive numerical or text messages. Standard pagers do not allow numerical or text messages to be sent.

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.

Portable Electronic Devices (PEDs) – A portable information systems or devices with the capabilities of recording, storing, processing and/or transmitting electronic data. These include but are not limited to laptops, smart phone, tablets, memory sticks, cellular phones, pagers and other similar devices.

Regional Director of Information Technology - The position responsible for all information, communication and technology systems infrastructure within the organization, and is responsible for establishing information technology related policy to facilitate management control over corporate resources.

Removable Storage – Any electronic data storage device that can be removed from an information and communication technology.

Roaming - the ability for a cellular customer to automatically make and receive voice calls, send and receive data, or access other services, including home data services, when travelling outside the geographical coverage area of the home network, by means of using a visited network.

Smart Phones – A device that combines a cellular phone with the many function of a computer, typically offering Internet access with an operating system capable of running applications and storing data.

Software - Programs used to operate ICT related devices. Software is often divided into application software (productivity or end-user programs) and system software (which includes operating systems and any program that supports application software).

Tablet - A tablet portable computer is a wireless, portable personal computer with a touch screen interface. The tablet portable computer is typically smaller than a notebook computer but larger than a smartphone.

REFERENCES:
Appropriate Use of Information and Communication Technology Policy - ORG.1610.PL.002
IMAC (Install, Move, Add, Change) Form
MFD Project Principles and Criteria