



## AT0200 - IMIT ACQUISITION AND IMPLEMENTATION

### 1.0 PURPOSE

The purpose of this policy is to outline the processes from system initiation to completion as well as ongoing maintenance of information technology, both hardware and software, acquired and implemented by Interior Health (IH).

Information technology includes computers, output devices, mobile phones, software, video-conferencing equipment, specialized equipment such as telehealth, home health monitoring and ruggedized devices, and all behind the scenes infrastructure such as network switches, servers, and data storage. Biomedical and clinical technology devices used to monitor and manage a patient or client's condition in an institutional setting are excluded from this policy.

Specifically, this policy:

- Establishes processes for acquisition of information technology.
- Communicates technical and financial responsibility for the entire lifecycle of information technology from acquisition to disposal.

### 2.0 DEFINITIONS

TERM	DEFINITION
<b>Acquisition</b>	Outright purchase or lease.
<b>Behind The Scenes Infrastructure</b>	Network switches, routers and data cabling, servers, teleconferencing bridges, enterprise storage and backup systems, telephone switches, wireless and staff communications technology.
<b>Compromise hardware</b>	To interfere with or modify the normal operation of any information technology from its factory settings. i.e. to "jailbreak an iPhone".
<b>Computer</b>	Standard desktop, laptop and tablet devices.
<b>Hardware</b>	All behind-the-scenes infrastructure, computers, mobile phones and accessories, output devices, and specialty computing devices.
<b>IMIT</b>	Information Management Information Technology Department.
<b>Information Technology</b>	Computers, output devices, mobile phones, software, video-conferencing equipment, specialized equipment such as telehealth, home health monitoring and ruggedized devices, and all behind the scenes infrastructure such as network switches, servers, and data storage. (Excluding biomedical and clinical technologies used to monitor or manage a patient or client's condition in an institutional setting).
<b>Mobile phone</b>	Cell phone, smart phone.

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TERM	DEFINITION
<b>Mobile phone Accessories</b>	Protective cases and additional chargers/cables.
<b>Operational unit</b>	Any IH department other than IMIT.
<b>Output device</b>	Multi-function printer, standard printer, specialty printers and fax machines.
<b>Provincial Health Services Authority (PHSA)</b>	An organization that delivers non-clinical services for health authorities and finds opportunities to improve cost effectiveness and enhance service quality.
<b>Software</b>	Any program operating on an IH-owned device, or managed by IH-authorized individuals, including corporate and COTS.
<b>Software – Corporate</b>	Corporate software has enterprise licensing which allows it to be installed on all IH devices.
<b>Software – COTS</b>	Commercial off the shelf software can be purchased by individual license or as an enterprise license. If an individual license, then each device running the software must have its own unique license.
<b>Specialty devices - Computing</b>	Computers on wheels/carts, ruggedized computers, tablet computers with non-standard operating systems such as iPads, building control systems, etc.
<b>Specialty Devices - Clinical</b>	Picture Archiving Communication System (PACs) equipment, pharmacy dispensing machines, home health monitors, telehealth peripherals (electronic stethoscopes, exam cameras), etc.
<b>Videoconferencing Equipment</b>	Video conferencing codecs and cameras.

### 3.0 POLICY

#### 3.1 Scope

- This policy applies to:
  - all hardware connected to the IH network, both wired and wireless,
  - all software loaded on any IH-owned device,
  - all mobile phones paid for by Interior Health, and
  - all existing and future information technologies.

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- Additional technology-specific information can be found in the [IMIT Service Catalogue](#).

### 3.2 Principles

- Acquisition of information technology is intended to assist operational units in providing efficient and effective care and/or support services.
- IMIT supports acquisition of information technology where there is demonstrated value and compatibility with IH vision, priorities and financial capacity.
- All hardware and software acquired by IH remains the sole property of IH.
- Disposal of assets is determined by the [Surplus Equipment Disposal Policy](#)
- All technologies are corporately managed assets. As such, they are subject to IH Technology Lifecycle Management practices and all policies regarding computer hardware and software acquisition, usage, support and replacement.
  - IMIT is solely responsible for the acquisition, implementation, support, and decommissioning of all IH information technology.
  - IMIT defines hardware and software standards and establishes warranty agreements, preferred vendors, and support/maintenance agreements.
  - All hardware attached to a computer or the IH network must be approved by IMIT.
  - All hardware attached to the IH network must not have its operating system compromised.
  - All software loaded on IH equipment must be legally licensed and approved by IMIT.
  - All costs associated with the acquisition, deployment, ongoing support, and information technology retirement are the responsibility of the operational unit (unless explicitly documented and signed off by the Chief Information Officer (CIO) or designate).
  - Personal technologies will not be installed on IH networks and systems, unless approved by IMIT and are not eligible for corporate support.
  - All information accessed by or retained within an information technology described in this policy is covered by the existing [IH Information Privacy & Security Policies](#).

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### 3.3 Standardization

- IH makes every effort to standardize information technology in use, in order to reduce maintenance and ongoing support costs.
- Operational units are required to confer with their IH sister departments to jointly agree on software to purchase, and encouraged to confer with their counterparts in other health authorities to standardize software across the province where- ever and whenever feasible (I.e. Physiotherapy departments across IH, all Volunteer Services departments, etc.)
- All requests for software new to the organization are reviewed with the operational unit to ensure other software already in use does not duplicate the functionality.
- All hardware requests are filled based on current IH standards. Deviations incur additional cost to the organization and will be rigorously reviewed.
- The CIO or delegate must approve all deviations from standard.

### 3.4 Compliance

- All requests for information technology shall be routed to IMIT for final approval, acquisition and implementation.
- Excepting mobile phone accessories or desktop ergonomic keyboards and mice, no purchases via user department credit cards are permitted without prior IMIT review and written approval.
- Non-IH standard information technology may not be introduced to the organization without prior IMIT review and approval.
- All unlicensed software will be removed from IH devices. Additional information can be found in the [Acceptable Use Policy](#).
- The operational unit director is responsible for the use of all information technologies assigned to their department, and compliance to the policy and procedures.

## 4.0 PROCEDURE

### 4.1 Approvals/Costs

- Depending on the type of information technology requested, several approvals may be required. See [IMIT Purchasing Approval and Authority Matrix](#) for further details.
- Final approval by operational units includes approval for one-time implementation and ongoing financial costs associated with the information technology being acquired.

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- Mobile devices (laptops, tablets and smart phones) are subject to more stringent [review](#) prior to approval by operational units.

### 4.2 Acquisition and Deployment/Implementation

#### [Computers](#)

- Department-approved requests are forwarded to IMIT for requirements and standards review.
- IMIT forwards approved requests to PHSA Supply Chain for acquisition and deployment.
- IMIT forwards approved requests to IH Finance for appropriate budget transfers.

#### [Mobile Phones/Accessories](#)

- Department-approved requests are forwarded to IMIT for standards review.
- IMIT forwards approved requests to appropriate vendor for acquisition and deployment.
- Mobile phone accessories may be purchased directly by departments.
- Costs for mobile phones upgrades/replacements are the responsibility of the operational unit.

#### [Output Devices](#)

- Department-approved requests are forwarded to IMIT for review.
- IMIT reviews request with operational unit to determine requirements, and compliance to the [IH Output Strategy](#).
- IMIT forwards approved request to PHSA Supply Chain for acquisition.
- IMIT forwards approved request to service provider for deployment.
- IMIT forwards approved requests to IH Finance for appropriate budget transfers.

#### [Software – Corporate](#)

- Corporate software is typically a large investment, acquired through the IMIT Tactical Plan and Capital Equipment Planning process. Additional information regarding capital acquisitions can be found [here](#).
- The Tactical Plan process accounts for acquisition and ongoing service costs associated with the software.

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- There is a rigorous review and prioritization process for IMIT Tactical Plan projects.
- IMIT must arrange for acquisition and implementation of funded information technology projects.

### Software – Commercial Off The Shelf Software (COTS)

- Department-approved requests are forwarded to IMIT for review.
- IMIT reviews request with operational unit to ensure standardization of software.
- IMIT forwards approved request to PHSA Supply Chain for acquisition.
- IMIT forwards approved request to service provider for deployment.
- IMIT forwards approved requests to IH Finance for appropriate budget transfers.

### Specialty Devices – Clinical

- Corporate clinical information technology is usually a large investment, acquired through the IH IMIT Tactical Plan process. Additional information around capital acquisitions can be found [here](#).
- The Tactical Plan process accounts for acquisition and ongoing service costs associated with the equipment.
- There is a rigorous review and prioritization process for IMIT Tactical Plan projects.
- IMIT must arrange for acquisition and implementation of funded information technology projects.

### Specialty Devices - Computing

- Department-approved requests are forwarded to IMIT for standards review.
- IMIT reviews requirements with operational unit and jointly determines appropriate solution.
- IMIT forwards purchase requisition to PHSA Supply Chain for acquisition.
- IMIT forwards approved request to appropriate support group for deployment.
- IMIT forwards approved requests to IH Finance for appropriate budget transfers.
- Note: The majority of these devices are not part of the Technology Refresh Program and will need operational unit funding to replace aging information technology.

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### Accessories

- USB Keys: Must comply with IH's [Mobile Computing Practices](#).
- Cameras: used for wound care and other clinical purposes must be purchased through IMIT. Other cameras intended for minor use that will not record clinical patient data may be purchased by user departments. Any requirement to store clinical patient data must be submitted to IMIT for review and approval. All cameras must be compatible with Microsoft Windows operating system plug and play.
- Non-standard keyboards/mice: Standard keyboards and mice should always be used unless there is a need for ergonomic choices. Departments can purchase these but must be compatible with desktop operating system plug and play. These devices are not supported or refreshed.
- Keyboard Trays: are the responsibility of the operational unit to purchase, install, move and remove.
- Other Accessories: contact Service Desk and an IMIT representative will review and direct the operational unit as to the appropriate process.

### [Video-Conferencing Equipment](#)

- Operational unit approved requests are forwarded to IMIT for review to ensure compatibility with existing equipment.
- IMIT forwards approved request to PHSA Supply Chain for acquisition.
- IMIT forwards approved request to installer.
- Minor renovations to rooms may be required.

### Behind the scenes Infrastructure

- Behind the scenes infrastructure is usually a capital investment, acquired through the IMIT Tactical Plan and Capital Equipment Planning process.
- The IMIT Tactical Plan process accounts for acquisition and ongoing service costs associated with the infrastructure.
- IMIT must initiate all infrastructure requests and arrange for acquisition and implementation.

### 4.3 Service and Support

- IMIT and its support contractors are solely responsible for ongoing service of all supported IH information technology.
- All information technology service and support requests shall be reported to the

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PHSA 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.

- Upon delivery of information technology, IMIT or a designated representative will provide initial configuration.
- Changes to these configurations are requested via a [Support Request Form](#) and additional information technologies, accessories or components can be requested via the [Service Catalogue](#).
- All local storage, including C: drive, USB Keys, memory cards, etc. and the safe storage and backup, are the sole responsibility of the information technology users.
- Information stored to IH network drives will be managed and maintained by IMIT.

### 4.4 Theft, Loss or Damage

- All theft or loss must be immediately reported to IMIT via a call to the Service Desk. Completion and submission of [Preliminary Breach Reporting and Management Tool](#) is required.
- IMIT will take steps to limit potential impact of lost or stolen equipment.
- IMIT will arrange for repair or replacement of damaged equipment.
- Operational units are financially responsible for theft, loss, or damage of any assigned equipment.

### 4.5 Removal from Service

- Mobile phones that have been upgraded must be returned to IMIT for secure disposal. These should be returned to IMIT Telecommunications (Mobility) at the Reid's Corner Warehouse location in Kelowna.
- Computers and printers must be removed by IMIT to ensure they are disposed of as per Provincial Government Recycling regulations and the IH Security Standards for the Handling of Confidential Information. Contact the PHSA Service Desk to request this service.
- Software that is no longer required will be decommissioned by IMIT. Notification to vendors regarding annual support charges will be done by IMIT
- Annual support charges, if any, will be assessed when the device is removed and IMIT will contact Finance for any appropriate budget transfer.
- IMIT is responsible for the secure removal of all information technology.
- IMIT is responsible for the secure recycling of all information technology.

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- No IH staff member may retain obsolete information technology without express written permission from the CIO or delegate.

### 5.0 REFERENCES

#### Policies:

1. [AT0200 Computer Hardware Acquisition of](#)
2. [AT0600 Mobile Worker Technology](#)
3. [AT0300 Software](#)
4. [AT0400 Wireless Communication Devices in Healthcare](#)
5. [AR0100 Acceptable Use of Information Systems](#)
6. [AQ1800 Surplus Equipment Disposal](#)
7. [AP0700 Signing Authority](#)

#### Documents/Other:

1. [IMIT Device Acquisition Information](#)
2. [IMIT Purchasing Approval and Authority Matrix](#)
3. [Output Device Strategy for Interior Health](#)
4. [Preliminary Breach Reporting & Management Tool](#)
5. [Security Standards for the Handling of Confidential Information](#)
6. [Mobile Device Request](#)
7. [Service Request Application](#)

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