



Clinical & Non Clinical Systems Access

Registration and deregistration procedure

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| Trustwide | x |
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| Community Health Services |  |

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Appendix 1: List of systems at February 2020

# Introduction

This procedure provides guidance to System Administrators, staff and managers to assist in the management of system users for allowing legitimate and appropriate access to systems, based on the principle of 'need to know'. It ensures that the access rights remain appropriate over time and that users are de-registered when access is no longer required, or the user leaves the trust, or other associated organisations.

This procedure is designed to ensure that sensitive and confidential information that is held on electronic systems is protected from inappropriate, illegitimate or unauthorised access, modification or disclosure. Sensitive and confidential information includes patient information, personal information, commercial and corporate information.

Administrators and users should refer to systems operational manuals, and local system specific procedures for technical advice on how to register new users, allocate the agreed access and system roles and delete users.

This procedure applies to all electronic systems - both patient record systems and corporate systems. Legitimate access is the responsibility of all system administrators. System administrators should run regular reports to identify and manage system users.

It is the responsibility of all staff to pro-actively bring to the attention of the system administrator any suspected, potential or real incident of inappropriate or illegitimate access. Incidents should be reported using the Incident Reporting Procedure.

# Relationship with other policies and procedures

This procedure ensures compliance with national requirements for Information Governance on access to systems.

This procedure is one of a number of procedures which support the Trust’s Information Governance and IM&T Security Policy.

# User Registration

It is the responsibility of users to

* + Log a job on the IT Service desk Portal, requesting access to the relevant system.
  + Each request must be properly authorised by the user's line manager.
  + Each request must identify the work role of the user in order to inform the appropriate access to the electronic record/system.
  + In case of doubt about the appropriate access or system role the system administrator must refer to the user's line manager.
  + Never share passwords or smartcards.

It is the responsibility of system administrators to:

* Arrange the appropriate training or signpost the user to the training department.
* Set the user up on the system
* Inform the user of their login details
* Introduce - where technically possible – arrangements to ensure the system users change their password at first login.
* Ensure that Generic logins (e.g. 'temp staff' 'nurse') are never used.
* Ensure each user has only one user account on any one system. Exceptions to this will be where Digital staff need Administrator roles in a system. On these occasions the member of staff with have a normal role and an Admin role.

# User de-registration - temporary

Users may have their accounts temporarily disabled in the following circumstances:

* + On the instruction of a Director or line manager e.g.
    - investigation of a security incident
    - following disciplinary action
    - long term absence
    - other exceptional circumstances
  + After an agreed period of inactivity. The allowed period this may vary by system but will generally be between 1-3 months. Such deactivations will be notified to relevant line managers at least one week in advance of de- activation.

# User de-registration - permanent.

Users should be de-registered in the following circumstances:

* + On the instruction of a Director or line manager e.g.
    - following disciplinary action
    - on change of job role or team if this access is not required for the new

Role/team

* + If leaving the Trust (see para 6 below)
  + Other exceptional circumstances
  + Note that it may not be possible to delete the user from the system as they may be associated with medical history or event driven history. In this case the user account must be flagged as “disabled”.

# De registration - staff leaving the Trust

System administrators may be informed of leavers from the following sources.

* + The user
  + The line manager

# The HR leavers report.

* + - This report is sent to all line managers each month. It contains the name and team of the people leaving the Trust in the previous month.

# Change of access rights.

A change of system access rights must be authorised by the user's line manager. Access rights may change under the following circumstances

* + Change of job role
  + Change of team
  + Change of Directorate

# Standards and timeframes

The Trust standard is to register new users within 1 working day of the authorised request being received. It is recognised that there may be resource constraints that may make this target difficult to achieve. The interim standard is to register new users within 3 working days of the authorised request being received.

Re-registration of users (e.g. after deregistration due to inactivity) will follow the same standards and require line or senior manager approval - as for a password reset.

Where possible, System managers will produce regular reports (monthly) on inactive system users for review and discussion with relevant line managers

# Audit

System access is audited annually by the Caldicott Auditor using the Trust standard Caldicott Audit tool. Audit results are reported to the Information Governance Steering Group, together with a risk assessment and action plan.

# Local system procedures

It is the responsibility of system administrators to ensure that local system specific procedures are in place. These are listed in Appendix 1.

# Access to shared drives

Confidential and sensitive patient information is occasionally stored on shared network drives. Access arrangements are through local managers.

# Appendix 1 - List of Applications/Services at January 2020

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| **Applications and Services** | **System Administrator Job title/contact details** | **Description** |
| ELFT Network Access –   * Trust email, calendar services * Active Directory groups and mappings * Access to shared drives * Office 365 | ICT Infrastructure Manager  via IT Servicedesk Portal | Person specific network drive – H Drive  Shared network resources e.g. , I, K and S Drive access  Areas for creating, sharing and storing information electronically |
| Trust Remote Access Services | ICT Server Manager  Via IT Servicedesk Portal | Secure remote access to Trust network and applications |
| Registration Authority | Registration Authority Manager | Patient records - national spine |

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| **Applications and Services** | **System Administrator Job title/contact details** | **Description** |
| RiO | Clinical Systems Manager | Clinical System holding Trust mental health patient records |
| Data Warehouse | Data Warehouse Manager | Management information extracted from several varies Trust electronic systems- new sources to be added. |
| EMIS | Clinical Systems Manager  via the IT Servicedesk Portal | Clinical system holding patient records –  Community Health Newham  Community Health Tower Hamlets  Blood Borne Virus Team  TH Homeless team |
| SystmOne | Clinical Systems Manager | Clinical system holding patient records – Community Health Bedfordshire |
| Carepath | Specialist Addiction Services | Clinical systems holding patient Records – Drug & Alcohol Services |
| IAPTuS | Systems Manager – Psychological Therapies | Psychological Therapy clinical system |
| Pathology, Radiology, Acute EPR - 8 Acute systems | IT Servicedesk via the IT Servicedesk Portal | Acute Trust clinical systems holding patient records – diagnostics/path results |

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| **Applications and Services** | **System Administrator Job title/contact details** | **Description** |
| DATIX | Assurance Department | Clinical risk system |
| Electronic Staff record (ESR) | Recruitment Coordinator | Staff HR and payroll |
| Finance | Acting Financial Controller | Finance |
| Foundation Trust DB | Membership Manager | Trust membership |
| Training OLM | Head of Learning and development | Staff training |