

<b>THUNDER BAY REGIONAL RESEARCH INSTITUTE STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Information Services	SPP No.	<b>SPP-IS- 001</b>
Section:		Issued:	Jan 31, 2011
Subject:	<b>Use of Information Systems</b>	Effective:	Jan 31, 2011
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		Replaces:	<b>2008</b>
Issued by:	Chief Operating Officer	Dated:	

## Purpose

As part of Thunder Bay Regional Research Institute (TBRI) commitment to the utilization of information technologies, individuals may have access to email, Internet, printers, file servers, networks, and data storage (collectively representing the Institute's Information Services). In order to ensure compliance with copyright law and protect the corporate information systems from damage by viruses or unauthorized access to confidential information and TBRI intellectual property, the following policy will govern usage of the Institute's Information Services:

## Scope

This policy shall apply to all Users of TBRI Information Systems. For the purposes of this policy, the term "users" shall be defined to include employees, independent contractors, consultants, volunteers, temporary workers, students, and other individuals or entities who use or have access to the organization's systems. TBRI reserves the right to modify this policy from time to time.

## Policy

It is the policy to limit Information Systems to official corporate business.

### Computers & Networks

1. All Computers connected on the Hospital LAN will be purchased and installed by IT.
2. Computers connected to the Research VLAN may be purchased by a Scientist or through TBRHSC and installed by IT.
3. All Computers must have current Virus protection installed, as approved by IT.
4. Stand-alone computers not connected to either network for business use are exempt from items 1 through 3 above.
5. Personnel computers not for business use may not be used at work.
6. Personnel computers that are to be used for business must be validated by IT before they can be connected to the TBRHSC or TBRI network.
7. All persons connecting to the Network must use their network username and password to connect to the network. All other usernames and equipment will be blocked as it cannot be audited.

### Software

1. Software will preferentially be purchased through and installed by IT. When events warrant, software may be purchased and installed by a Scientist.
2. Administrative software hardcopies will be held by IT. Science related software hardcopies will be held by the Scientist.

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3. All software installed on computers, connected to either network, must have appropriate valid licensing.

#### **File Storage & Backup Systems**

1. Only work related information is to be stored on company file storage and back-up systems.

#### **Printers**

1. All computer centric printing devices must be procured in conjunction with the Information Technology department. The process begins with requestor completing the IT\IS Request form. An IT department representative will assist the requestor to locate and size the device. The IT department is responsible for ordering, receiving, inventory and testing before the device is delivered to the user.
2. TBRHSC requires that all new printer installs must be done via direct network connect. This will enable the IT Department to monitor usage such as duty cycles and volumes as well as track consumables. Printers without Ethernet ports will not be purchased for use. All network printers must be Meditech™ certified in order to print from the clinical system. In order to minimize space taken by the multiple devices, where possible, devices such as scanners, faxes and printer/copiers will be converged to one device.
3. All print streams to the standardized network printers are encrypted at 128k. For areas that require strict security on printed documents, printers will be configured to release print jobs only after a private pin (personal identification number) is entered at the printing device.
4. Duplexing, the ability to print on both sides of the page is the standard is the default setting on all newly purchased corporate printers. The ability to over ride this feature is available from the desktop application. However, all system users are strongly encouraged to print duplex in order to reduce costs and reduce environmental concerns.

#### **Internet**

1. Employees using TBRRRI accounts are acting as representatives of TBRRRI. As such, employees should act accordingly so as not to damage the reputation of the Institute.
2. Files that are downloaded from the Internet must be scanned with virus detection software and installed by the Information Technology Department. All appropriate precautions should be taken to detect for a virus and, if necessary, to prevent its spread.
3. Employees shall not place company material (copyrighted software, internal correspondence, etc.) on any publicly accessible Internet computer without prior permission.

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4. Alternate Internet Service Provider (ISP) connections to TBRI internal network are not permitted unless expressly authorized and properly protected by a firewall or other appropriate security device(s).
5. The Internet does not guarantee the privacy and confidentiality of information. Sensitive material transferred over the Internet may be at risk of detection by a third party. Employees must exercise caution and care when transferring such material in any form. No identifiable patient information or corporate data shall be sent unencrypted.
6. Unless otherwise noted, all software on the Internet should be considered copyrighted work. Therefore, employees are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.
7. Any infringing activity by an employee may be the responsibility of the Institute. Therefore, this Institute may choose to hold the employee liable for their actions.
8. This Institute reserves the right to inspect an employee's computer system for violation of the policy. The Institute reserves the right to audit any and all activity an employee conducts while using the Internet service.
9. Accessing or downloading of objectionable material such as pornography, hate literature and/or copyright infringements (i.e. bit torrents) is prohibited.
10. In addition to the immoral and prohibited access and/or downloading of non-work related material from the Internet, this is also an inefficient use of network bandwidth resources for those who have legitimate TBRI work to complete.
11. Internet use will be allowed only if the user is identifiable on the network. This requires that the user log onto the network with their individual username and password. (This is applicable to TBH network; not applicable to the Research VLAN).
12. Generic accounts will be restricted from internet access since they cannot be audited. (This is applicable to TBH network; not applicable to the Research VLAN).
13. Any User can request a website be unrestricted by contacting the Help Desk. The Help Desk will pass this request to the administrator of the filtering/tracking software. If any requested website is not clearly related to a specific job role it will be brought forward to the DRO and IT/IS steering committee for approval.
14. It is against policy to circumvent network security systems such as firewalls or content filters by use of proxy servers or other technology.

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**Any activity violating this policy will result in suspension of the user's internet account and the notification of Human Resources.**

### **E-mail**

E-mail is a critical mechanism for business communications at Thunder Bay Regional Research Institute (TBRI). However, use of TBRI electronic mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals of TBRI. The objectives of this policy are to outline appropriate and inappropriate use of TBRI e-mail systems and services in order to minimize disruptions to services and activities, as well as comply with applicable policies and laws.

#### General Expectations of Users

1. Important official communications are often delivered via e-mail. As a result, employees of TBRI with e-mail accounts are expected to check their e-mail in a consistent and timely manner so that they are aware of important company announcements and updates, as well as for fulfilling business and role-oriented tasks.
2. E-mail users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to remove him or herself from the list, and is responsible for doing so in the event that their current e-mail address changes.
3. E-mail users are also expected to comply with normal standards of professional and personal courtesy and conduct.

#### Appropriate Use

User shall be permitted access to the TBRI Corporate e-mail system and other communications systems and networks to assist in the performance of User's job functions. Occasional, limited, and appropriate personal use of the e-mail system is permitted if the use does not:

- (i) Interfere with the User's work performance.
- (ii) Interfere with any other User's work performance.
- (iii) Have undue impact on the operation of the organization's computer system.
- (iv) Violate any other provision of this policy or any other policy, guideline, or standard of TBRI (including, without limitation, TBRI Code of Conduct). At all times, User is responsible for using the e-mail system in a professional, ethical, and lawful manner. User understands that incidental personal use of the e-mail system is a privilege that may be revoked at any time. User further understands that no right exists to obtain the contents of e-mail communications once his or her employment is terminated.

#### Inappropriate Use

1. Material that is indecent, obscene, offensive, profane, defamatory or derogatory (including, without limitation, sexual comments or images, racial or ethnic slurs, off-color or discriminatory jokes or cartoons, or otherwise unlawful or inappropriate) may not be

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sent by e-mail or other form of electronic communication (e.g., bulletin board systems, newsgroups, and chat groups), or displayed on or stored in Material that is indecent, obscene, offensive, profane, defamatory or derogatory (including, without limitation, sexual comments or images, racial or ethnic slurs, off-color or discriminatory jokes or cartoons, or otherwise unlawful or inappropriate) may not be sent by e-mail or other form of electronic communication (e.g., bulletin board systems, newsgroups, and chat groups), or displayed on or stored in TBRRRI computer system. If User encounters or receives this kind of material, s/he immediately shall report the incident to his or her supervisor.

2. Links to sites containing sexually-explicit or other prohibited content as described in this Section may not be transmitted by-mail or other form of electronic communication. User understands that use of the e-mail system for harassment, stalking, to violate the privacy of another, to commit fraud, or to otherwise disrupt the ability of another to communicate electronically is prohibited. User shall not gain (or attempt to gain) unauthorized access to e-mail belonging to any other user in order to pry into the affairs of other users. User further understands that use of the e-mail system to conduct an outside business or to shop for personal items is prohibited. Without prior written permission from his or her supervisor, TBRRRI e-mail system also may not be used for dissemination or storage of commercial or personal advertisements, solicitations, promotions, religious or political debate, or any other unauthorized use as may be specified by the organizations from time to time.
3. User shall not initiate or forward chain e-mail (i.e., a message sent to a number of people asking each recipient to send copies with the same request to a specified number of others).
4. Users shall not send unsolicited e-mail ("Spam") to the corporate e-mail user groups third parties with whom they do not have a prior relationship, or for other than legitimate business purposes associated with the TBRRRI Organizations. This includes all solicitation.
5. User shall not alter the "From" line or other attribution-of-origin information in e-mail messages or postings ("Spoofing"). User understands that anonymous or pseudonymous electronic communications are prohibited. User further understands that the use of anonymous remailers (i.e., a mail server that receives incoming messages, removes the header information that identifies the original sender, and then sends the message to the intended recipient) is prohibited.
6. User shall not illegally copy protected material under copyright law from the Internet, online services, or other sources, and then include it in e-mail communications to make it available to others for copying: User further shall be responsible for complying with copyright law and applicable licenses that apply to software, files, documents, messages,

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and other material she/he wishes to download or copy and transmit via e-mail. If User becomes aware of any misuse of software or violation of copyright law, User immediately shall report the incident to his or her supervisor.

#### Virus Detection & Security

1. User shall be responsible for ensuring that all incoming e-mail and attached files (including, without limitation, messages from newsgroups or other online services), as well as files downloaded from internet sites, are scanned for viruses, self-replicating code, or other destructive programs with virus checking-software approved by TBRRRI Organization. If User suspects that a virus has been introduced into the organization's computer network, they shall notify the Information Technology Help Desk immediately (email: [help@tbh.net](mailto:help@tbh.net) or call 684-6411).
2. User shall be responsible for ensuring that his or her use of the TBRRRI Organization's e-mail system, and other communications systems and networks (including accessing e-mail remotely), does not compromise the security of the TBRRRI Organizations' computer network. User further shall be responsible for taking reasonable precautions to prevent intruders from accessing the organization's computer network without authorization, and to prevent the introduction and spread of viruses. User shall not attempt to circumvent TBRRRI Organizations' data protection measures, or uncover security loopholes or bugs. User shall avoid leaving open e-mail on his or her computer work station, and shall employ password-activated screen savers for his or her computer workstations located in both TBRRRI Organization and in other approved remote-access locations.

#### General Items

1. Unless directed to the contrary by his or her supervisor, User shall discard inactive e-mail after sixty (60) days. User agrees that incoming and outgoing e-mail communications shall be printed out or saved electronically for specified periods as necessary to meet applicable business, regulatory, and legal recordkeeping requirements as required by his or her supervisor. The TBRRRI Organization shall suspend automatic deletion of e-mail, and User shall take immediate steps to preserve such communications (both on the organization's e-mail system and individual computer's network drive) in the event that such communications are identified as relevant to a threatened or pending litigation or other formal investigation upon notification from his or her supervisor.
2. User recognizes that electronic communications may contain sensitive matter and shall not forward email, either electronically or on paper, to any other person or entity without the prior permission of the sender to ensure that subsequent distribution is authorized.
3. To ensure misdirected communications are handled appropriately, User agrees to append the following footer to all e-mail sent outside the TBRRRI Organizations:

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*This e-mail and any files transmitted with are confidential, and are intended solely for the use of the individual or entity to whom they are addressed. This communication may contain material protected by the Patient/Physician privilege. If you are not the intended recipient please immediately notify by telephone at (807) 684-6411 (Help@tbh.net). You will be reimbursed for reasonable costs incurred in notifying us. Please destroy this e-mail.*

4. User shall not deliberately perform acts that waste computer resources or unfairly monopolize such resources to the exclusion of others. These acts include, but are not limited to, sending mass e-mailings or chain letters, subscribing to non-business-related listservers and mailing lists, engaging in online "chat groups," or otherwise creating unnecessary network traffic. Audio, video, picture, or other, attached e-mail files that, require significant storage space may not be downloaded to the TBRI computer system unless such files are business-related.

#### Right to Monitor

1. User acknowledges that the e-mail account provided by TBRI Organization is to assist the user in the performance of his or her job functions. User recognizes that personal e-mail communications should not be considered to be either private or secure, and may be discoverable in compliance audits, litigation, external investigations by law-enforcement personnel, and internal security investigations. User understands that the TBRI Organization has the right, but not the duty, to use human or automated means to monitor, without prior notice, both individual usage and the content of all material created, stored, sent, or received on its e-mail system and other communications systems and networks in order to ensure that the e-mail system is being used for legitimate business purposes.
2. User further understands that any incidental personal use must be in accordance with this policy. TBRI Organization further reserves the right to disclose facts about system usage and the content of messages to law-enforcement officials and any other third parties as appropriate. User expressly waives any right of privacy in anything *they* create, store, send, or receive on TBRI Organization's computer system, through the Internet, or via any other computer network, and consents to TBRI access to and review of all materials created, stored, sent, or received by user.

#### Compliance

1. User agrees to abide by all other policies of TBRI that apply to electronic communications, security, and confidentiality information without limitation.
2. User agrees to comply with all applicable federal and provincial laws and regulations in the use of TBRI e-mail system and other communications systems and networks.

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*Sanctions for Violating Policy*

User understands that sanctions for violating TBRRRI e-mail policy may include revocation of User's e-mail privileges, and disciplinary action up to and including termination of employment (or disciplinary action up to and including termination of a physician's medical staff appointment or panel participation in accordance with TBRRRI medical staff bylaws, rules, and regulations), and civil and/or criminal penalties.

*Disclaimer*

TBRRRI assumes no liability for direct and/or indirect damages arising from the user's use of TBRRRI e-mail system and services. Users are solely responsible for the content they disseminate. TBRRRI is not responsible for any third-party claim, demand, or damage arising out of use the TBRRRI e-mail systems or services.

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SIGN-OFF:

I acknowledge that I have read and understood this Policy and Procedure, and will adhere to all aspects as outlined.

Date:

Name:

Signature: