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INFORMATION TECHNOLOGY
INTERNET USE LOCAL PROCEDURE

Introduction and Aim

This document is written in support of the Information Technology (IT) Security Policy and the NHS Wales All Wales Internet Use Policy. It provides a mechanism to achieve and maintain appropriate security arrangements in respect of Cardiff and Vale University Health Board's (UHB) IT systems that hold confidential and sensitive patient and business information.

The IT Security procedures of the UHB are to ensure the safety and security of all UHB IT systems, software and in particular the UHB's Network so as to produce a safe and secure environment in line with NHS and statutory policies and procedures. This document provides further information as to the detail of the policy and its supporting information.

Objectives

- Successful implementation of this procedure will address business and performance standards for example the requirement to meet Caldicott standards, Health and Care Standards (2015)
- Aspire to meeting BS7799/ISO27001 standards and the Information Governance Toolkit Standards as far as possible in the Welsh context.

Scope

This procedure applies to all of our staff in all locations including those with honorary contracts

Equality Impact Assessment	An Equality Impact Assessment has been completed for the overarching IG and IT Policies. The assessment found that there was some impact on the equality groups mentioned in relation to communication. An action plan has been developed to address those areas.
Health Impact Assessment	A Health Impact Assessment (HIA) has not been completed. Not Required.
Documents to read alongside this Procedure	Information Governance Policy Information Technology Security Policy Information Risk Management Procedure A Guide to Incident Reporting NHS Wales All Wales Internet Use Policy
Approved by	Information Governance Sub Committee

Accountable Executive or Clinical Board Director	
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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the Governance Directorate.

Summary of reviews/amendments

Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	08/08/17	28/08/18	New Procedure
1.1	08/08/17	28/08/18	Admin changes to reflect current contact details

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1 Introduction

It is essential that all information systems in the Cardiff and Vale University Health Board (the UHB) are protected to an adequate level from events that may jeopardise health care activities. These events may include accidents as well as behaviour deliberately designed to cause difficulties.

This procedure supports and should be read in conjunction with both the NHS Wales All Wales Internet Use Policy and the NHS Wales All Wales Social Media Policy (the Policies).

The use of the UHB Internet facility will be controlled and monitored to: -

- Ensure effective working
- Encourage best practice
- Maximise efficiency
- Prevent misuse
- Protect employees from any kind of harassment
- Minimise the organisation's liability arising from inappropriate use of the Internet facility

This procedure complies with the following references: -

- NHS Wales All Wales Email Use Policy
- Data Protection Act 1998
- Human Rights Act 1998
- Common Law as it relates to confidentiality
- The Caldicott Report requirements
- Freedom of Information Act 2000
- Regulation of Investigatory Powers Act (RIPA) 2000
- The Telecommunication (Lawful Business Practice) (Interception of Communications) Regulations 2000
- The Equality Act 2010
- The Computer Misuse Act 1990
- ISO27001 Information Security Standard

2 Responsibilities

The following areas of responsibility have been defined:

IM&T IT Services

The IT Services Department are responsible for the Internet access control and connectivity support management. IT Security are responsible for Internet content monitoring and controlling content accessibility.

Refer to appendix A for useful contact information.

Information Governance (IG)
The IG Department manage are responsible for UHB Data Protection legislation compliance.

Refer to appendix A for useful contact information.

All Users
All UHB users who have been given access to the Internet via the UHB network have to remain diligent and vigilant at all times when communicating any information by the Internet on behalf of the UHB.

In particular, users must think carefully when communicating via the Internet and not disclose Patient Identifiable Data (PID), Personal Identifiable Information (PII) or UHB confidential or sensitive information.

However, these decisions must always be balanced against the need to provide safe care, as missing or incomplete information could be dangerous.

Non Conformance
There is a requirement for all Internet users to comply with this procedure and the associated Policies, and where requested, to demonstrate such compliance. Failure to comply will be regarded as a disciplinary incident, and will be dealt with under the appropriate UHB Human Resources Policy.

3 Management of Internet Facility

The procedure for management of Internet access is extensive and varied:

New accounts
An NHS Wales Log On account will only be issued to a UHB member of staff upon receipt of an application form authorised by his/her line manager and accompanied by a signed declaration of intent to comply with the related Policies and guidance.

Moving accounts
Where a member of staff transfers to another organisation who is part of the National Email Service, his/her Log On address will be made available to the new employing organisation.

However access to the UHB Internet facility will be removed and it will be the responsibility of the new organisation to provide appropriate Internet access.

Closing old accounts
When a member of staff leaves and is not moving to another NHS Wales organisation, his/her Log On account, along with Internet access will be removed.

Generic accounts
Within certain clinical areas, for example Accident and Emergency, there is a clinical need for the use of generic accounts with Internet access. In these exceptional circumstances Internet access will be severely restrictive and will only include sites which are medical and educational in nature.

Malware protection
All Internet access will be automatically monitored for computer viruses. Any suspect web sites will be automatically blocked and investigated

4 Content Monitoring and Filtering

The UHB IT Security Department undertake the monitoring of Internet usage in line with the Policies.

Where inappropriate use is encountered the web site will be automatically blocked and investigated. Examples of inappropriate use are outlined in the Policies.

Where an individual web site has been blocked but there is a legitimate business reason for access, the user is to request, via the IT Security Department, access to the site.

Use of Social Networking and Media Sharing Sites
The use of Social Networking, for example Facebook, Twitter and Drop Box, are not allowed facilities. Where there is an identifiable business requirement, specific individuals will be granted full access to these types of websites, as outlined in the Policies.

With the exception of viewing organisational communications, this facility will form part of staff's personal usage time.

This document is one of several that sustain the UHB's IT Security Policy and IT Security Procedure.

Useful Contacts

Appendix 1

IM&T IT Security cv.imt.security@wales.nhs.uk

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