

WCHO		<i>Policy and Procedure</i>	
Department: Information Management Author: Michael Harding		<i>Computer and Telecommunications</i>	
		Local Policy Number (if used)	
Revision Date	Approval Date	Implementation Date	
NEW	12-20-11	12-20-11	
Archive Information			
Reason:			

I. PURPOSE

This policy shall govern all technology purchases and implementations to ensure that they are made and used in accordance with the Washtenaw Community Health Organization’s (WCHO) long term direction for technology.

II. POLICY

A. The Information Management department shall create and administer standards for the purchase and use of computer and telecommunications systems, including but not limited to: personal computers (PC’s), printers, personal digital assistants (PDA’s), scanners, telephones, automated call distribution systems (ACD).

B. The Information Management department shall create and administer standards for the storage of non-work-related files including, but not limited to, photographs, music, and movies.

C. Employees may use computers for personal use on their own time. Employees may not use equipment, such as printers, that consumes supplies (paper, toner) for personal use.

D. All requests for computer hardware, software, technology infrastructure, or telecommunications systems shall be compatible with the county’s long-term direction for technology.

E. All purchases of computer hardware, software, technology infrastructure, or telecommunications systems shall be made with the approval of the Information Management department of and in accordance with the WCHO procurement policy.

F. All grant applications that include computer hardware, software, technology infrastructure or telecommunications systems shall be reviewed by the Information Management department before they are submitted.

G. The WCHO board acknowledges all pertinent license and copyright agreements affecting software. WCHO employees are advised of their responsibility to abide by these agreements and are specifically forbidden to copy or otherwise convert software in violation of copyright laws or license agreements.

H. All software, applications, or computer files created, written, or used by WCHO employees on WCHO time or by WCHO employees on their own time using WCHO equipment, shall be considered the property of the WCHO.

I. Unless otherwise mandated by state or federal regulations, all computer hardware, software, technology infrastructure or telecommunications systems shall be the property of the WCHO and shall be under the control of the WCHO Board.

J. All electronic systems, hardware, software, temporary or permanent files and any related systems or devices, including all software, applications, or computer files created, written, or used by WCHO employees on WCHO time or by WCHO employees on their own time using WCHO equipment, shall be considered the property of the WCHO.

K. Department heads, or their designees, have the authority to inspect the contents of any equipment, files, voice mail messages, text messages, or other information in the normal course of their supervisory responsibilities. Reasons for reviews include, but are not limited to: system, hardware or software problems, general system failure, a lawsuit against the WCHO, or fulfillment of a FOIA or subpoena, suspicion of a crime or violation of policy, or a need to perform work or provide a service when the employee is not available, or for any other work related reason as determined by the department head, in concurrence with the WCHO director, and the director of human resources.

L. Employees and contractors of the Information Management department have the authority to inspect and use any equipment, files, voice mail messages, text messages, or other information in the normal course of their duties. These employees and contractors may not violate WCHO policy or state or federal regulations with respect to privacy and confidentiality in the course of their work.

M. The entry, utilization and distribution of data shall be in compliance with all applicable county, federal, and state regulations and statutes with regard to privacy and confidentiality.

III. APPLICATION

IV. DEFINITIONS

A. Computer: a desktop personal computer (pc), laptop, personal digital assistant (PDA), or file server of any size on the Washtenaw County network that is supported and managed by staff in the Information Technology division of Support Services.

B. Hardware: equipment such as a central processing unit (CPU), disk drives, monitor, printer, laptop, network switch, telephone.

C. Software: a computer program, that provides the instructions that enable the computer hardware to work. System software, such as windows, operate the machine itself, and applications software, such as spreadsheet or word processing programs, provide specific functionality.

D. Technology infrastructure: hardware and software including, but not limited to: network equipment, data circuits, wiring, servers, operating systems, telecommunications systems, video conferencing that are supported and managed by staff in the Information Technology division of Support Services.

E. Telecommunications: hardware, software, and technology infrastructure that supports systems including, but not limited to: those for telephones, voice processing, local and wide area networks, which are supported and managed by staff in the Information Technology division of Support Services.

V. STANDARDS

VI. EXHIBITS

VII. REFERENCES

Reference:	Check if applies:	Standard Numbers:
42 CFR Parts 400 et al. (Balanced Budget Act)		
45 CFR Parts 160 & 164 (HIPPA)		
42 CFR Part 2 (Substance Abuse)		
Michigan Mental Health Code Act 258 of 1974		
JCAHO- Behavioral Health Standards		
MDCH Medicaid Contract		
MDCH Substance Abuse Contract		
Michigan Medicaid Provider Manual		