

# OREGON STATE HOSPITAL

## POLICY

**SECTION 1:** Administration **POLICY: 1.005**

**SUBJECT:** Information Technology (IT)  
Hardware and Software:  
Purchasing and Use

**POINT PERSON:** Technology Services Director

**APPROVED:** Dolores Matteucci **DATE: APRIL 21, 2023**  
Superintendent

**SELECT ONE:**  New policy  Minor/technical revision of existing policy  
 Reaffirmation of existing policy  Major revision of existing policy

### I. PURPOSE AND APPLICABILITY

- A. This policy establishes Oregon State Hospital (OSH) information technology (IT) hardware and software procurement process and defines acceptable use of state IT assets.
- B. This policy does not apply to staff-owned equipment, including staff-owned IT assets.
- C. This policy applies to all staff.

### II. POLICY

- A. Mobile Communication Devices, Software, and Accessories
  - 1. Desk phones are subject to OSH policy 4.018, "Purchase and Maintenance: Supplies, Assets, and Equipment."
  - 2. Mobile communication devices are subject to OSH policy and Shared Services policy ODHS/OHA-070-001, "Mobile Communication Device." Use of personal devices is subject to OSH policy 5.005, "Staff-Owned Equipment."
  - 3. Staff must complete and submit a Mobile Communication Device Order/Change Request Form (MSC 1496) to the OSH Mobile Device Coordinator to initiate a request for a mobile communication device. The OSH Mobile Device Coordinator shall assist staff through the appropriate purchase process (Attachment B).

4. Related device accessories, such as phone cases, may follow the purchase process for general supplies per OSH policy 4.018, "Purchase and Maintenance: Supplies, Assets, and Equipment."
5. Staff must contact the OSH Mobile Device Coordinator for questions related to mobile communication devices, including device replacement.
6. Staff must contact Office of Information Services Collaborative Communications with questions and permissions for mobile communication device software and applications ('apps').

**B. IT Asset and Mobile Communication Device Use at OSH**

1. OSH adopts Department of Administrative Services (DAS) policy 107-004-110, "Acceptable Use of State Information Assets."
2. Staff must complete the OSH Confidentiality Agreement form (OSH-STK 76113) before staff may use a web camera at OSH. Completed forms must be retained in the staff's manager personnel file per the OSH staff personnel file records retention schedule.
3. Appropriate use of audio/video/photograph recording devices at OSH is as defined in OSH policy 7.003, "Photographing or Recording of Patients."
4. Staff inappropriate use of IT assets or mobile communication devices, including violation of this or other applicable IT laws, rules or regulations, may result in limitation, suspension, or revocation of access to state information assets or mobile communication devices and may lead to other disciplinary action up to and including dismissal from state service.

**C. IT Asset Tracking and Maintenance**

1. Staff are responsible for state-issued IT assets assigned to them or in their possession.
  - a. Staff must take appropriate steps to ensure IT asset protection, such as securing computer stations with password protection to prevent unauthorized access.
  - b. If a staff member separates from OSH, IT assets must be collected per OSH policy 5.015, "Employee Separation."
2. Per requirements of Department of Administrative Services (DAS) policy 107-004-010, "Information Technology Asset Inventory and Management," OIS:
  - a. Oversees maintenance and delivery of IT asset inventory and IT asset lifecycle replacement plans for OSH; and

- b. Acquires, manages, tracks, and reports IT assets, including hospital IT assets, for Department of Human Services (DHS) and Oregon Health Authority (OHA).

NOTE: IT assets are not tracked via OSH policy 4.007, "Capital and Non-Capital Assets."

- 3. Staff must contact the Office of Information Services (OIS) Service Desk with desk phone, and computer or printer software or hardware issues.

#### D. IT Asset Acquisition at OSH

- 1. Hospital IT assets must be acquired per processes described in this policy. Standard acquisition of hospital IT assets and hospital IT asset exception requests follow the OSH Information Technology Purchase Process (Procedures A).
  - a. Exceptions to Procedures A may apply for OSH facility-related technology equipment in emergent circumstances for critical systems and to uphold patient rights. Exceptions may also apply for Warehouse staff replenishing warehouse stock that may be considered technology equipment hardware. The directors of each of these departments may contact the Director of Technology Services or their designee for such discussions on a case-by-case basis as needed.
  - b. Staff are allotted standard equipment for work purposes per OSH policy 5.031, "Flexible Work Solutions." Other applicable IT equipment standards are established per Shared Services policy ODHS/OHA 070-007, "Information Technology Standards Policy," and OSH policy 3.002, "Electrical Equipment and Resource Conservation." All purchases of IT assets at OSH must be:
    - i. On the IT Standards and Approved Products List or the Mobile Application Approval List, as maintained by Shared Services; allowed per standard hospital IT asset lists established in OSH policy; and within allotted hospital IT asset amounts established in OSH policy;  
or
    - ii. Purchased per the OSH exception process (Procedures A).
  - c. It is the manager's responsibility to track their staff's inventory and determine if a request requires completion of the OSH exception process.

- d. All hospital IT assets must be approved for compatibility through OSH BuyTech before purchase.
  - e. All hospital IT asset purchases must have approval of a manager with appropriate delegated authority (Approving Manager) granted per OSH policy 1.016, "OSH Delegation of Authority."
    - i. If Office of Information Services (OIS) Information Technology Asset Management (ITAM) approves an IT asset purchase via a small purchase order transaction system (SPOTS) card, the approving manager must also have completed SPOTS card training per OSH policy 4.018, "OSH Purchase Process: Supplies, Assets, and Equipment."
    - ii. Approving Managers are responsible to confirm that forms are completed with clear and accurate information including, but not limited to, billing coding (agency, index, and PCA codes), order type, requested hardware or software, and business need.
  - f. IT assets requested for accommodation under the Americans with Disabilities Act (ADA) in accordance with OSH policy 5.007, "ADA and Reasonable Accommodation in Employment," are considered IT asset exception requests.
    - i. ADA accommodation requests must be approved by a Human Resources manager before a request is sent to OSH BuyTech for a compatibility check per Procedures A.
    - ii. Human Resources makes the determination to approve or deny IT asset requests for ADA accommodation on a case-by-case basis.
    - iii. OSH BuyTech may reject Human Resources-approved ADA accommodation requests if the request does not pass the OSH BuyTech compatibility check. In such cases, OSH BuyTech must work with the requestor and Human Resources to determine a solution that is compatible and meets the requestor's ADA accommodation need.
  - g. All IT asset exception requests must be approved by the Chief Financial Officer/Chief Operating Officer before the request is sent to OIS ITAM for processing per Procedures A.
2. OSH BuyTech may reject staff IT asset requests that are incomplete, incompatible, or that do not follow processes described in this policy.

- E. Oregon State Hospital (OSH) follows all applicable regulations, including federal and state statutes and rules; Oregon Department of Administrative Services (DAS), Shared Services, and Oregon Health Authority (OHA) policies; and relevant accreditation standards. Such regulations supersede the provisions of this policy unless this policy is more restrictive.
- F. Staff who fail to comply with this policy or related policy attachments or protocols may be subject to disciplinary action, up to and including dismissal.

### **III. DEFINITIONS**

- A. "Information Technology (IT) assets" include, but are not limited to, technology equipment hardware and software. For the purposes of this policy, IT assets do not include mobile communication devices.
- B. "Mobile communication devices" include, but are not limited to, cellular phones, smart phones, tablets with cellular service capabilities, Mi-Fi, Hotspots, modems, etc. Tablets that do not have cellular service capabilities not considered mobile communication devices.
- C. "Patient care area" for the purpose of this policy means any portion of the facility wherein a patient is intended to reside, be examined, and/or treated.
- D. "Recording device(s)" is as defined in OSH policy 7.003, "Photographing or Recording of Patients." Recording devices include cameras, cell phones, video cameras, hand-held games, tape recorders, or any device that has the capability to record or store audio information, visual images, or both.
- E. "Staff" includes employees, volunteers, trainees, interns, contractors, vendors, and other state employees assigned to work at Oregon State Hospital (OSH).
- F. "Technology equipment hardware" includes, but is not limited to, any device that can attach to a network such as non-leased desktop printers, tablets that do not have cellular service capabilities, laptops, music devices, desktops, Chromebooks, thumb drives, items that store digital information (e.g., data, music, or video), and related accessories. For the purposes of this policy, technology equipment hardware does not include mobile communication devices.
- G. "Technology equipment software" includes, but is not limited to, any application, applet, computer operating system, media, antivirus, and game operating on technology equipment hardware.

### **IV. PROCEDURES**

- Procedures A OSH Information Technology Purchase Process

**V. ATTACHMENTS**

Attachment A OSH Information Technology Purchase Process Flowchart

Attachment B Request Mobile Device Process Map

**VI. RELATED OSH POLICIES AND PROTOCOLS**

1.016 OSH Delegation of Authority

3.002 Electrical Equipment and Resource Conservation

4.007 Capital and Non-Capital Assets

4.018 OSH Purchase Process: Supplies, Assets and Equipment

5.005 Staff-Owned Equipment

5.015 Employee Separation

7.003 Photographing or Recording of Patients

Safety - OSH Purchase Safety Checklist [form]

OSH-STK 76113 Confidentiality Agreement [form]

**VII. REFERENCES**

Department of Administrative Services. *Acceptable use of state information assets*, DAS-107-004-110. Author.

Department of Administrative Services. *Information technology asset inventory and management*, DAS-107-004-010. Author.

Office of Information Services. *Information Technology Asset Management*, ODHS|OHA 070-014, Author.

Office of Information Services. *Information Technology Asset Management Acquisition Process*, ODHS|OHA 070-014-01, Author.

Oregon Administrative Rules §125-246-0100.

Oregon Revised Statute §164.377 Attachment A.

Oregon Revised Statute §§184.473-184.477.

Shared Services. *Acquiring, Replacing, or Upgrading Mobile Communication Device*. ODHS/OHA 070-001-01, Author.

Shared Services. *Lost or Stolen Mobile Communication Device*. ODHS/OHA 070-001-02, Author.

Shared Services. *Reasonable Accommodation*. ODHS/OHA 060-034, Author.

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Shared Services. *Information Technology Asset Management Acquisition Process*. ODHS/OHA 070-014-01, Author.

Shared Services. *Information Technology Standards Exception Process*. ODHS/OHA 070-007-01, Author.

Shared Services. *Information Technology Standards Policy*. ODHS/OHA 070-007, Author.

Shared Services. *IT Purchase Request/Acquisition Form (MSC 0075)*, Author. [Form].

Shared Services. *Mobile Communication Device*. ODHS/OHA-070-001, Author.

Shared Services. *Mobile Communication Device Order/Change Request Form (MSC 1496)*, Author [form].

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.