



Policy 902

State Provided Laptops, Air Cards and PIN Devices

December 2, 2019

POLICY

Local agencies shall follow established policy for using laptops, air cards and Personal Identification Number (PIN) devices, which are the property of the state WIC office.

PURPOSE

To ensure that the satellite laptops, air cards and PIN devices function properly, are inventoried correctly, are only used to provide WIC services, and that client confidentiality is maintained.

DEFINITIONS

Citrix: Application used to deliver secure access to FamilyNet from multiple locations.

Liability Form: When the state no longer supports a laptop for WIC, the local agency must either surplus the laptop through the state or sign a liability form transferring ownership and responsibility to the local agency. This will mean the laptop is no longer supported by the state. The state does not require an inventory of these laptops.

Laptop: State provided, owned, and maintained laptops for use at satellite clinics and home visits to connect to the data system through an Internet connection and the FamilyNet Web Access icon.

Pin Device: State provided, owned, and maintained device for use at local clinics to create Personal Identification Numbers for eWIC cards.

Re-imaging: Process used to delete all data & software from the laptop in order to restore the laptop to its initial configuration.

Satellite Clinic: A clinic that is not a permanent site and does not use the local agency's regular computer network. This may necessitate the use of laptops and air cards in order to access and enter data into the data system.

BACKGROUND

Laptops, air cards and PIN devices provided to local agencies are the property of the State of Oregon WIC program. The state-owned laptops, air cards and PIN devices are to be used only to provide WIC services and benefits.

PROCEDURE

Participant Confidentiality

- 1.0 The local agency must make every effort to maintain the confidentiality of participants when using the state provided laptops.
 - 1.1. Participant data may not be saved to the hard drive of the laptop.
 - 1.2. The laptop should not be left unattended when in use.

- 1.3. Files will not be left open on a computer screen in view of unauthorized persons.
- 1.4. Documents containing confidential, identifiable participant information will not be sent by e-mail.
- 1.5. A browser's 'save password' feature will not be used on the laptops. Passwords must be entered manually each time Citrix and FamilyNet is accessed.

Permitted Use

- 2.0 The laptop, air card and PIN device shall not be used for any purpose other than to conduct WIC business.

State Provided Technical Support

- 3.0 Although local agencies do not have to ask permission to add software to the state WIC owned laptops, the state WIC program will only provide technical support for the software relating to WIC services. Adding additional software to the laptops increases the risk of Citrix and the data system connection not working or not working well.
 - 3.1. If needed, any re-imaging of the laptop by the state will only replace the initial software, not the additional software installed by the local agency.

Equipment Inventory

- 4.0 Every two years in December an inventory is required for all state provided and supported laptops, air cards and PIN devices. Local agencies will be emailed instructions for completing this inventory.
- 4.1 Local agency staff should take adequate measures to protect the laptop, the air card and PIN device from theft. Any loss of theft must be reported to the state immediately.

Disposal or Surplus of State Supported Equipment

- 5.0 Disposal or surplus of any state supported laptop, air card or PIN device must be processed or agreed upon by the state. Local agencies may keep these laptops, however, a liability form transferring responsibility to the local agency must be signed and sent to the state. The state will alert the local agency when a laptop, air card or PIN device is no longer supported and they will not be included in the inventory.

**If you need this in large print or an
alternate format, please call 971-673-0040.**

This institution is an equal opportunity provider.

POLICY HISTORY

Date	* Major revision, Minor revision
7/13/2018	Revision
12/2/2019	Major revision

The date located at the top of the policy is the implementation date unless an “effective date” is noted on the policy. Policies will become compliance findings 6 months from the implementation date.

Release notes can be found in the corresponding document on the [Policy and Procedure Manual page](#).

***Major Revisions:** Significant content changes made to policy.

Minor Revisions: Minor edits, grammatical updates, clarifications, and/or formatting changes have occurred.

Date of Origin: Date policy was initially released