

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: INFORMATION TECHNOLOGY STANDARDS AND GUIDELINES**

**Applies to:** All Personnel, Volunteers and Persons Served

Original Effective Date: October 24, 2001

Effective Date: July 29, 2024

Replaces Procedure Dated: July 10, 2023

#### **General**

1. All employees and volunteers using the agency's Internet facilities are required to sign an Internet Usage Statement form upon hire and annually thereafter in January at their evaluation via ShareVision.
2. The executive director or designate issues personal user identification and passwords, including the password to access wireless connections at Pathways facilities.
3. Employees who create usernames and/or passwords to internet sites to conduct society business notify the executive director or designate. They enter the information in the Website Access information list in ShareVision, the file Management/ Information Technology/ Pathways Login Password, or the file Executive Director/ Administration/ Security Information/ Computers/Management Passwords.
4. Management personnel track general website access information in the Website Access Information list in ShareVision. The executive director tracks society staff usernames and passwords in the Management/ Information Technology/ Pathways Login Password file. The file is accessible only to management staff. The executive director tracks management's usernames and passwords in the Executive Director/ Administration/ Security Information/ Computers/ Management Passwords file.
5. Each employee, volunteer and individual receiving services using the internet facilities of the agency will identify themselves honestly, accurately and completely (including one's agency affiliation and function where requested) when participating in chats or newsgroups or when setting up accounts on outside computer systems.
6. When downloading a file, scan for viruses before accessing it.
7. When emailing documents with personal information, the document must be encrypted with the predetermined, Pathways approved password.
8. If an employee, volunteer or person served accidentally connects to a site that contains sexually explicit or offensive material, they must:
  - Disconnect from that site immediately, regardless of whether that site was previously deemed acceptable by any screening or rating program.
  - Report the incident to their immediate supervisor.
9. Employees must log off when not using a computer and, at the end of the day, leave the computers on unless otherwise instructed not to.

10. An employee or volunteer wanting to use a computer and internet facilities for personal usage contacts their immediate supervisor and obtains approval.

11. An employee or volunteer wanting to use their own personal device at work obtains permission from their immediate supervisor or management personnel.

12. The executive director or designate is responsible for changing and updating usernames and passwords when required and when a person exits Pathways (refer to the Exiting Pathways policy and procedure).

11. A technology plan is developed annually in April.

12. Portable floating laptop computers are signed out for usage by the on-site supervisor or manager when taken out of the building. See below for assigned laptops.

### **Computer Support**

1. Virtual Data Corp (VDC) is our current technology provider. Standard support hours are Monday to Friday, 8:00 am to 5:00 pm Central Time. Emergency support is available 24/7, 365 days a year.

2. To ensure the quickest response times, please email [support@virtualdata.com](mailto:support@virtualdata.com) with the following information or call toll free 1-888-683-9543 (Press "2" for Support. After hours Support, press "9"):

- Your name, company name, and contact telephone number.
- Description of the support issue.
- The name on the label of a computer tower or laptop.

### **Purchasing and Tracking Laptops, Tablets (iPads) and Mobile Devices**

1. Staff requiring a laptop, tablet, or mobile device notifies the executive director or designate.

2. The executive director or designate:

- Contacts our current providers, obtains quotes and arranges to purchase.
- Once received, update either the Computers ShareVision list or the iPads, Chargers and Mobile Device ShareVision list.

### **Computers and Mobile Devices Taking off Site**

1. The executive director or designate issues or assigns laptops, tablets or mobile devices via the Computers ShareVision list or the iPads, Chargers and Mobile Device ShareVision list.

2. Staff requiring a laptop or mobile device to take off-site or to borrow for internal use must email their immediate supervisor or manager for permission to borrow.

3. If the person is authorized to take the laptop out regularly, they complete or update the date in the ShareVision list "Taking Computers Off Site". Borrowing more than 3 working days requires the immediate supervisors' approval.

4. The supervisor or manager monitors the list and ensures the laptop or mobile device is returned.

5. Mobile devices and laptops issued to specific staff must be returned at the end of the employee's employment.

6. The People and Culture manager or designate oversees and monitors the use of floater laptops.

### **Signing out iPads/ Tablets at 123 Franklyn Road**

1. Staff or the person requiring an iPad/ Tablet see the activity service supervisor.
2. The supervisor and the employee complete the iPad/ Tablet sign-out sheet.
3. The employee or person returns the iPad/ Tablet and updates the iPad/ Tablet sign-out sheet.

### **ShareVision**

1. ShareVision servers are backed up by ShareVision daily.

### **Technology Plan**

1. In consultation with the leadership team, the executive director develops a Technology Plan annually in April and concludes the previous year's action plan.
2. Copies of the plan are given to the board of directors for approval.
3. The executive director develops, implements and monitors the Technology Action Plan and reports monthly on the plan's progress at the leadership meetings.

### **Disaster Recovery**

1. Annually, the AQAM conducts a continuity/disaster recovery test in October. They document the results in the Emergency Response Drill ShareVision list.
2. In the event of a power outage, refer to the Power Outage policy and procedure. Notify a manager or supervisor.
3. In the event of an internet system shutdown, policies and procedures will be accessed on flash drives at each service location. Individual's information is accessed via their binders.
4. Notify VDC if the system does not come back on.
5. Refer to the On-Call binder for basic society information.