Standard Operating Procedures (SOP): Handling of HICT Requests
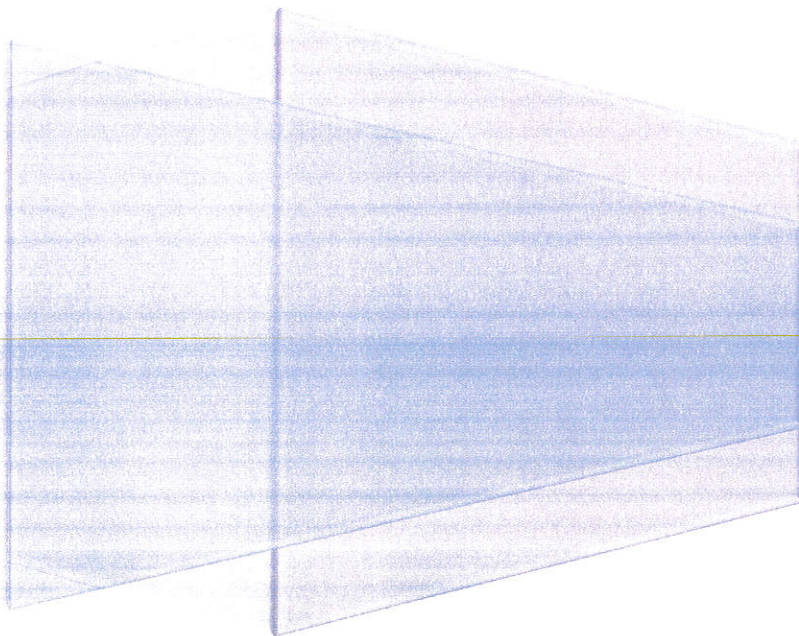
Processing of HICT Requests					
SOP Number	Description	Frequency	Version	Updated on
NID02	This Standard Operating Procedure (SOP) delineates processing of various Health Information and Communications Technology (HICT) requests relevant to nursing by Nursing Informatics Department (NID) such as: A. Access and installation of HMC Applications B. Creation and Update of Department Email Group and Department Email Account C. Increase in Mailbox Size	As required	V 1.0	08/02/2017
SOP Elements	• **Purpose of the Document** To provide guidelines to Nursing Informatics Department in processing the following HICT requests: A. Access and Installation of HMC Applications B. Creation and Update of Department Email Group and Department Email Account C. Increase in Mailbox Size			

- **Assumptions and Exceptions**

  This Standard Operating Procedure will provide clear guidelines on processing HICT requests by NID staff.

- **Definitions**

  HICT Request – is a request to provide access and installation of specific HMC application

  Department Email Group and Department Email Account Requests – are requests to create a new department email group and department email account in MS Outlook or to update an existing department email group by adding or removing members of that email group.

  Increase in Mailbox Size Request –is a request to increase the capacity of mailbox size in MS Outlook.

- **Process Steps**

  A. Access and Installation of HMC Applications

  1. The following HICT requests are processed by NID and approved accordingly:

     1.1. To be approved and signed by the assigned Nursing Informatics Coordinator of the facility:

        - User Account Creation/Update Request
        - Application Access Request
        - CIS Access Request
        - Timesheet Access Request

1.2. HICT Requests to be approved by the Executive Director of NID:

- Remote Access Request
- Server Storage Allocation Request
- Software Installation Request

1.3. HICT requests not mentioned above are not processed by NID with the exception of some special request (please refer to no.7).

2. All HICT requests can be sent to NI department through fax, email, or handed over to Informatics Nurse or NIC of the facility.

3. Informatics Nurse shall ensure that all required information is correctly filled up as required.

4. In case of missing, incorrect information or unnecessary markings, Informatics Nurse shall inform the requester to do the corrections.

5. For request received through fax or email, the copy should be clear, if not should inform the requester.

6. HICT request requires unit or department Director of Nursing's stamp and signature.

7. A copy of supporting memo shall accompany any special request not covered in this document which is sent together with the request by fax, email or by hand.

8. A complete HICT request form shall be approved and signed accordingly (please refer to no. 1).

8.1. A complete request form shall be stamped with the date of receipt by Informatics Nurse.

8.2. If Informatics Nurse is not available in the department, NIC of the facility shall check and stamp with the date of receipt.

8.3. In the absence of NIC, the request shall be approved and signed by covering NIC of the requesting staff.

8.4. In the absence of Executive Director of NID:

8.4.1. If the request needs urgent action, Acting Executive Director of NID shall approve and signed by the NIC of the requester.

9. Signed HICT requests forms shall be sent through fax to HICT Department by NID Support Staff. Complete request may also be sent through email to HICT department when necessary.

10. After 2 working days, Informatics Nurse shall check if the access requested by the staff has been granted.

11. A copy of the request is filed for 3 months after access is granted as future reference.

12. Once access is granted, Informatics Nurse shall inform the requester or his/her Head Nurse through email or phone call and confirm that staff is able to access the application.

13. If access is not yet granted, Informatics Nurse shall follow up with HICT by raising a ticket through email with the scanned copy of request attached.

14. If the requesting staff is unable to access the application, the staff shall be advised to call IT Helpdesk.

B. Creation and Update of Department Email Group and Department Email Account

1. New Department Email Group Creation:

   1.1. The head of the unit or department shall send an email to NIC requesting to create a new email group with the following details:

   - Name of the email group

   - Attached list of staff to be added in the email group along with full name, title, corporation no. and HMC user ID

   1.2. NIC shall check and approve the request.

   1.3. NIC shall forward the email request to the Executive Director of NID or, in her absence, Acting Executive Director of NID for approval.

   1.4. When the request is approved through email, the NIC shall raise a ticket with the approval email to IT helpdesk for the creation of the email group.

   1.5. Informatics Nurse of the requesting staff shall check the status of the request after 2 working days and provide update to the requester.

   1.6. Ticket follow-up with HICT shall be done if the request is not granted after 2 working days.

   1.7. If the request is not approved due to some reason, the NIC shall inform the requester to provide the necessary

requirement.

2. Email Group Update

2.1   The head of the unit or department shall request through email to the assigned Informatics Nurse with the following details of the staff to be added or removed in the existing email group:

- Staff Name, Title, Corporation no. and User ID

- Reason to remove from the email group

2.2   Informatics Nurse shall raise a ticket with the email request thread to IT helpdesk.

2.3   Informatics Nurse shall check if update request is granted after 2 working days. Informatics Nurse shall follow up with the same ticket no. if the email group is not completely updated.

2.4   Informatics Nurse shall provide update to the requester.

3. New Department Email Account Creation:

3.1.   The head of the unit or department shall send an email to NIC requesting to create new email account along with proposed name.

3.2.   NIC shall check and approve the request.

3.3.   NIC shall forward the email request to the Executive Director of NID or, in her absence, Acting Executive Director of NID for approval.

3.4.   When the request is approved through email, the NIC shall raise a ticket with the approval email to IT helpdesk for the

creation of the department email account.

3.5. Informatics Nurse of the requesting staff shall check the status of the request after 2 working days and provide update to the requester.

3.6. Ticket follow-up with HICT department shall be done if the request is not granted after 2 working days.

3.7. If the request is not approved due to some reason, the NIC shall inform the requester to provide the necessary requirement.

C. Increase Mailbox Size Request

1. Mailbox size is given by default based on the following grade of the staff:

    1.1. 101 to 107 – 500 MB

    1.2. 108 to 111 – 1 GB

    1.3. 112 to 114 – 2 GB

    1.4. 115 to 119 – 4 GB

2. If the mailbox size given for a specific staff is less than the default size of his/her grade, the staff shall call IT Helpdesk to inform and ask for mailbox default size.

3. If a staff requests to increase mailbox size, the following shall be followed;
Superior of the requesting staff shall send an email to NIC of the facility requesting to increase mailbox size with justification of the need.

4. NIC shall approve the request and forward to the Executive Director of NID or, in absence, to Acting Executive Director of NID for approval.

    4.1.   If the request is approved through email, the NIC shall raise a ticket with the approval email to IT Helpdesk.

    4.2.   Informatics Nurse shall provide update to the requester after 2 working days whether the request is approved or disapproved.

    4.3.   Informatics Nurse shall follow up to HICT after 2 working days if the request is not yet granted.

- EVIDENCE-BASED REFERENCES: Not Applicable

- Attachments

  - Appendix A: Remote Access Request

  - Appendix B: Server Storage Allocation Request

  - Appendix C: Software Installation Request

  - Appendix D: User Account Creation/Update Request

  - Appendix E: Application Access Request

  - Appendix F: Timesheet Access Request

  - Appendix G: CIS Access Request

Effective From	09/04/2017	Next Review Date	09/04/2018
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