

## ADUC ADMINISTRATIVE USER ACCOUNT REVIEWS: BIOMEDICAL ENGINEERING

### 1. Site Applicability

VCH, PHSA, FHA, PHA

### 2. Purpose

- 2.1.1** The purpose of this document is to provide a supporting guideline to the policy covering the administrative account review process for biomedical systems and devices on medical device networks. It will cover how to complete related processes for VPP to navigate and find user account groups, review, add, or delete users from groups as well as to request new users to be setup. It will also cover these processes for FHA. Purpose statement two.

### 3. Definitions

Acronym or Word	Definition
ADUC	Activity Directory User and Computer, a Microsoft product
VPP	These organizations are collectively referred to as VPP: Vancouver Coastal Health (VCH), Providence Health Care (PHC), and the B.C. Provincial Health Services Authority (PHSA)
FHA	Fraser Health Authorities
BME	Biomedical Engineering
PU	Power User
SA	Secondary account with no profile
LMBME	Lower Mainland Biomedical Engineering
FMO	Facility Management Office

### 4. Scope

#### 4.1 Included:

- 4.1.1** Networkable assets for which LMBME has the responsibility to maintain their records are in scope. This is typically in the form of, but not all inclusive of scheduled maintenance, work orders, alerts and incidents

#### 4.2 Excluded:

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## ADUC Administrative User Account Reviews

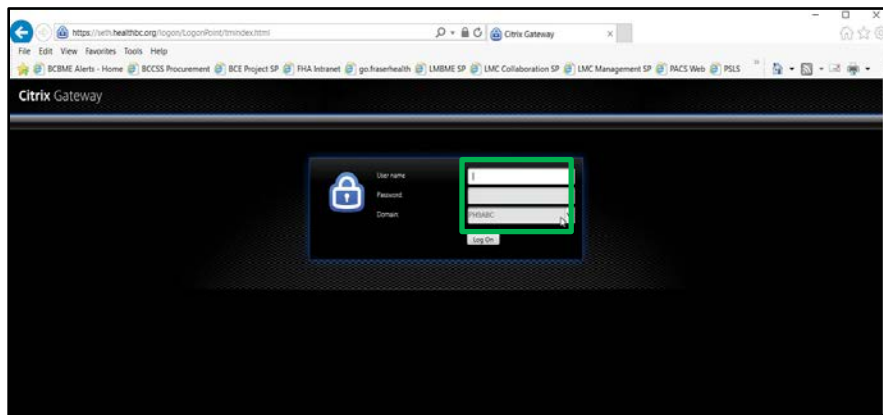
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4.2.1 All assets supported by IMITS including non-clinical PCs, Laptops, printers, servers, etc.

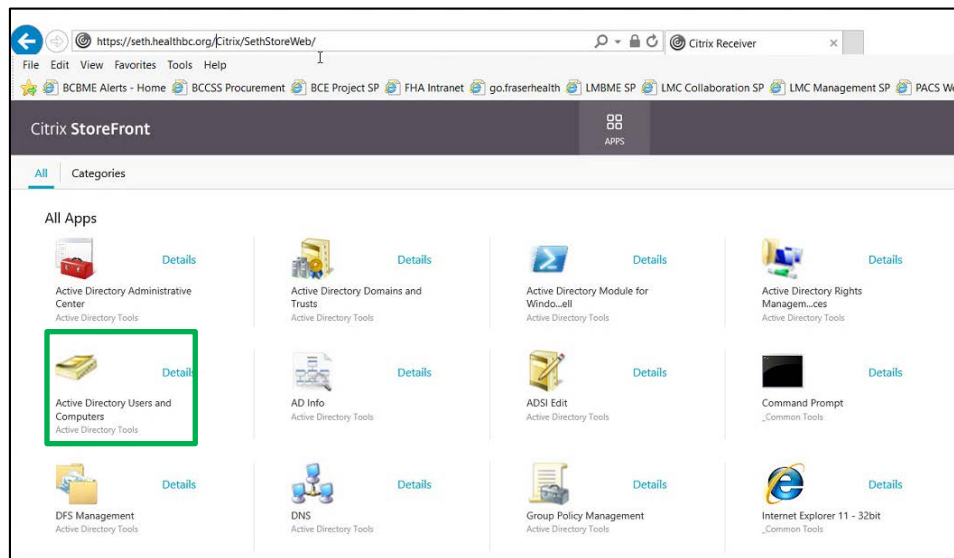
## 5. Guidelines and Protocols

### 5.1 Navigate to the VPP User Groups

5.1.1 Login to <https://seth.healthbc.org/logon/LogonPoint/tmindex.html> with your personal username, password and domains.



5.1.2 Click on “Active Directory Users and Computers” from the list of “All Apps” once logged in.

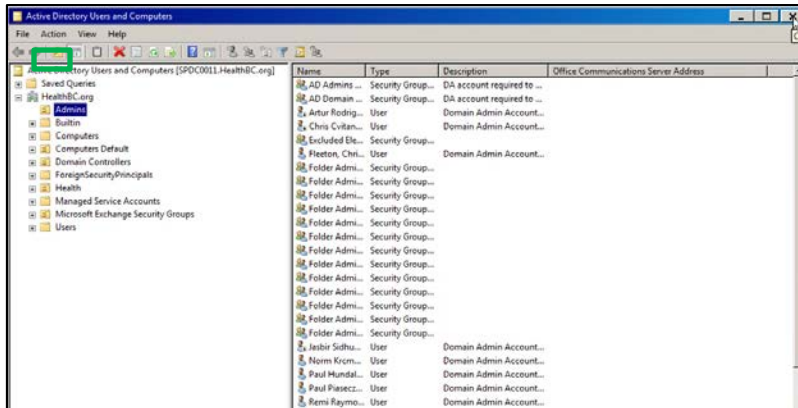


5.1.3 Select **Admin.** Next, click on “Action” on the top left.

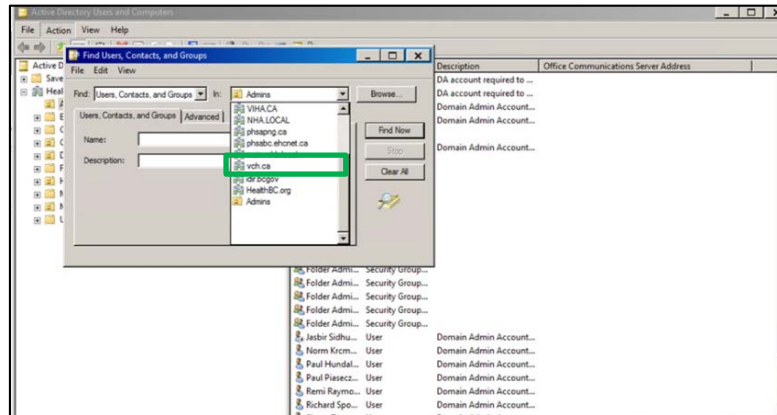
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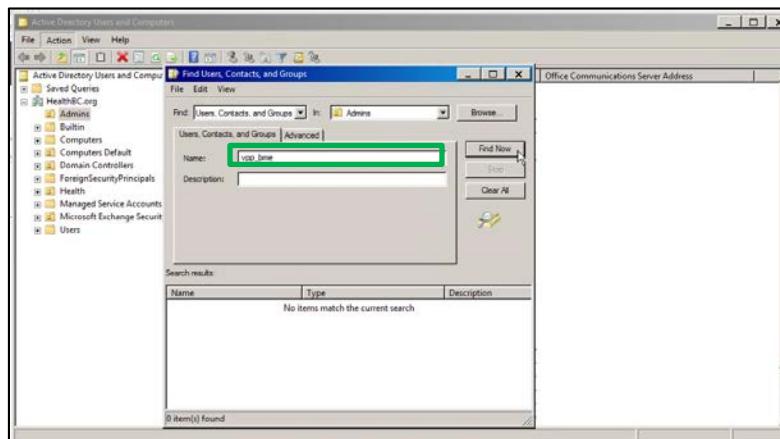
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- 5.1.4 Use the **“Find User, Contacts, and Groups”** action from the first drop down. In the second dropdown beside it titled **“In”**, select **“vch.ca”**.



- 5.1.5 Type **“vpp\_bme”** in the field titled **“Name”** and then click **Find Now** on the right-hand side.

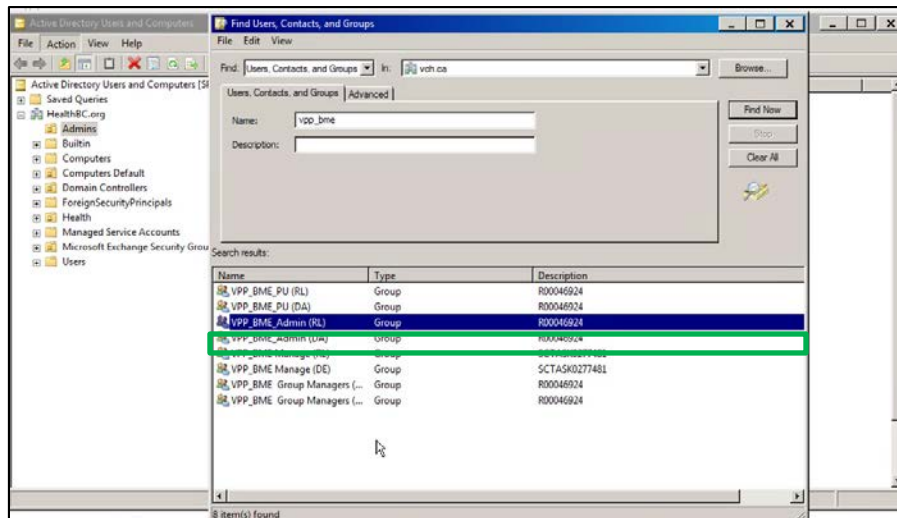


- 5.1.6 After clicking find now, a list of all user account groups will be displayed.

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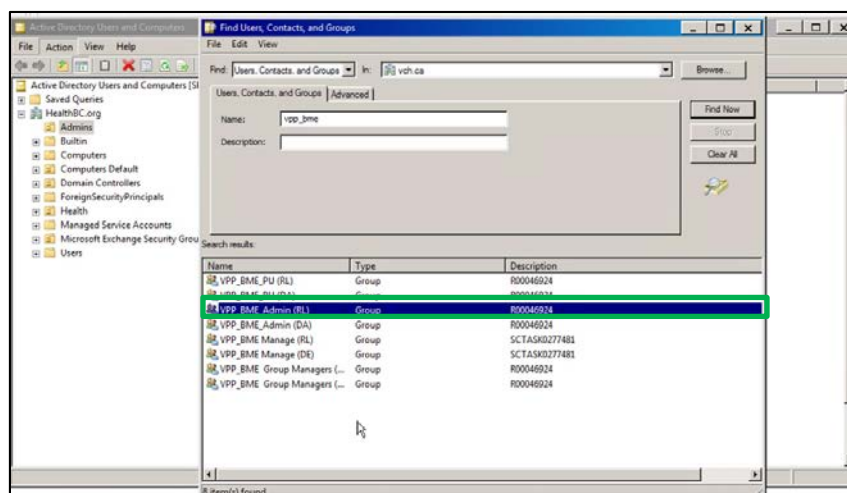
Guideline # ABCD-14-07-40001



## 5.2 Review, Add, or Delete Users from a VPP User Group

5.2.1 From the list of VPP user account lists, click on one of the group lists to review. In this job aid, steps for the **VPP\_BME\_Admin (RL)** group list have been documented as the main admin account. These steps should be performed for each group list below to ensure they are all up-to date.

*Note: Only users who are part of the "VPP\_BME\_Manage (RL)" group have the authority to add an account to the admin list.*

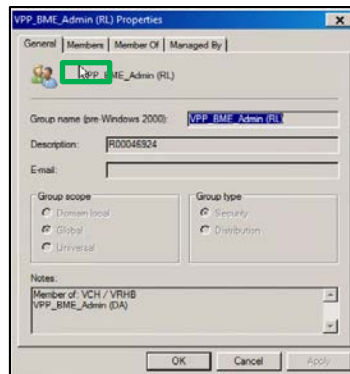


5.2.2 Click on the **"Members"** tab to review a list of the users that have elevated account access.

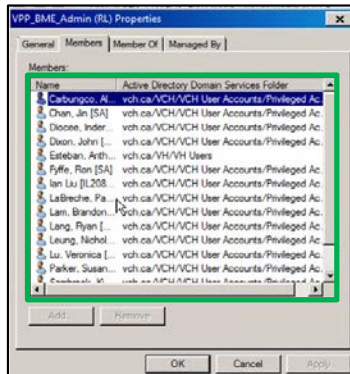
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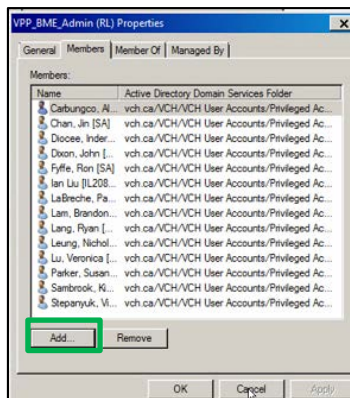
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- 5.2.3 A request to a LMBME clerical staff to have an up-to-date list of users should be requested. This list should be reviewed against the list of users that appear to ensure that the group list is correct.



- 5.2.4 Upon completion of a periodic review of accounts, users may need to be removed. To perform this action, select the user from the list and then click **Remove**.

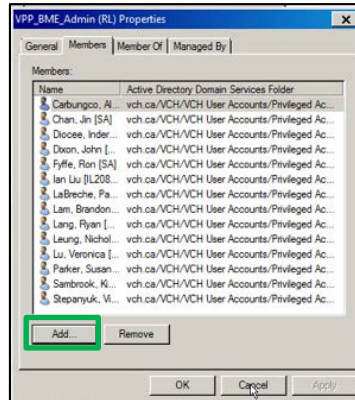


- 5.2.5 Alternatively, if a user needs to have their account permissions elevated and therefore added to the list, click on **Add** user.

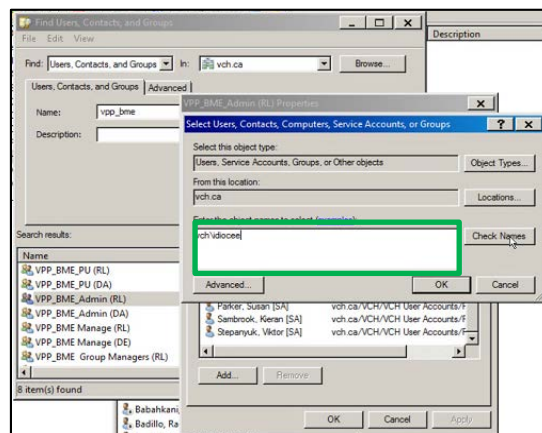
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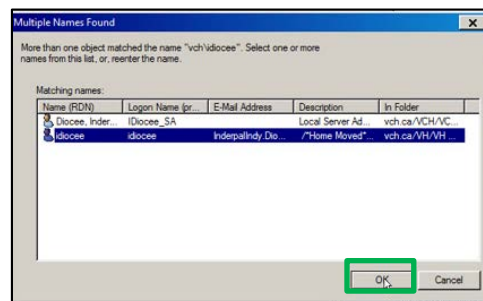
*Note: Only SA accounts should be added within VPP for system security. To request an SA account, see the “Request SA account” subsection.*



- 5.2.6 Enter the name of the user (in the format: “DOMAIN\USER”) in the text field. Validate the name and user by next clicking on “**Check Names**”.



- 5.2.7 Confirm the user selected is correct. If this looks correct, click “**OK**”.



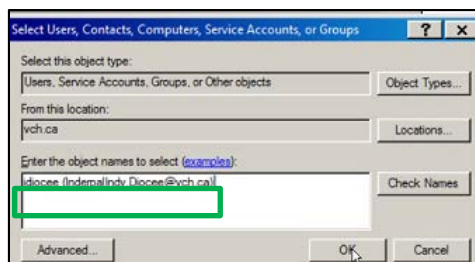
- 5.2.8 The text will have updated upon completing the check names step. Click on **OK** to complete the process to add users.

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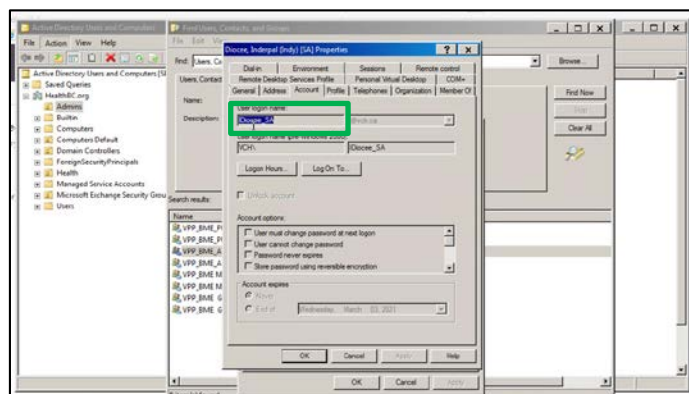


- 5.2.9 In an existing account requires further elevation in order to manager the list of administrative users, it may be added to the list of VPP\_BME\_Group\_Manage group by any other member of that privilege level.

### 5.3 Request a New User to be Setup (Not User Group Specific)

*Note: To add an existing user, please follow the steps from the subsection titled for “Review, Add, or Remove Users from List of Admin Accounts”.*

- 5.3.1 Only SA user accounts for VPP can be added to the list of administrative users. To request an SA Account, a ticket request must be raised with the IT Help desk. To raise a ticket with the help desk, click on the below link: [https://healthbc.service-now.com/sp\\_phsa\\_vch\\_phc/?id=search&spa=1&t=sc&q=sa%20account](https://healthbc.service-now.com/sp_phsa_vch_phc/?id=search&spa=1&t=sc&q=sa%20account)
- 5.3.2 The supervisor of the user must approve the ticket request when prompted via email. In case of a delay or issue, record the ticket number. In case of a delay (e.g. supervisor illness), forward the ticket number and a spreadsheet of pertinent user accounts to PHSA’s Identity Services team.
- 5.3.3 All SA user accounts will have “\_SA” listed as their suffix. See below for an example:



- 5.3.4 Once complete, the user will be added to the appropriate group per the service request.

### 5.4 Process for Requesting, Adding, or Removing FHA Admin Accounts

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5.4.1 Refer to the document “Instructions for Elevating Access and Unmanaging Workstations” maintained by FHA.

## 6. Reference Documents

- SOP - ABCD-14-16-40009 – Administrative Account Review Process: Biomedical Systems and Devices on Medical Device Networks

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