



Provincial Health Services Authority

# DE-PROVISIONING CANCER AGENCY INFORMATION SYSTEM (CAIS) USERS POLICY

## Summary of Changes

	NEW	Previous
BC Cancer	<p>Any CAIS user who has not accessed the system within a 6 month period will be de-provisioned. Information Management Information Technology Services (IMITS) will run a report once per month to identify users who need to be de-provisioned based on this revised guideline – effective September 2022.</p> <p>Directors, Managers or delegate will be required to re-apply for CAIS access for any staff who have been de-provisioned. This will be done through the Provincial Health Services Authority (PHSA) Online Service Catalogue (in the same way as a new hire).</p> <p>Note: Reapplying for the PHSA network ID will not be required.</p> <p>If a CAIS user is on a planned leave of greater than six months with a known return date, the user's manager can request an exception to the de-provisioning process for the specific user.</p> <p>Web links to CAIS Access Request Form and IMITS InfoCentre updated.</p>	<p>CAIS user de-provisioning audited users who had not accessed the system within a 12 month period.</p>

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# DE-PROVISIONING CANCER AGENCY INFORMATION SYSTEM (CAIS) USERS POLICY

## 1. Introduction

### 1.1. Purpose

Controls over access to CAIS must be in place to ensure adequate security over information and data. Controlling access and administering access controls effectively are necessary to ensure security and confidentiality. This policy is to ensure that only CAIS users who continue to need access to perform their roles maintain access.

The purpose of this policy is to set out the requirements for Information Management Information Technology Services (IMITS) to de-provision users who do not access the Cancer Agency Information System (CAIS) for 6 months and no longer require access.

### 1.2. Scope

This policy applies to all PHSA providers and staff, as well as any other BC Health Authority providers and staff, who use, operate, and / or administer access to CAIS. The de-provisioning described in this document applies to CAIS only.

### 1.3. Exceptions

Exceptions to this policy are only permitted in extraordinary circumstances for approved business or clinical purposes and where the exception is supported by a security risk assessment. If a CAIS user is on a planned leave of greater than six months with a known return date, the user with the approval of their manager can request an exception; Information Management Information Technology Services (IMITS) will not de-provision the user account. IMITS will note on the user account details the return date and manager approval See [VPP Access Management Policy](#).

## 2. Policy

This policy aligns with PHSA's Access Management Policy. The components to this policy is to:

- Ensure that access to Systems and information is controlled and effectively administered;
- Ensure that only valid, authorized and authenticated users are permitted to access Systems and information;
- Ensure that users access and use Systems and information in compliance with the Organization's policies; and
- Comply with the BC Freedom of Information and Protection of Privacy Act (FIPPA), including the obligation to take reasonable measures to protect Personal Information against unauthorized collection, use and disclosure.

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## 2.1. Access Reviews and Re-instating Access

On a monthly basis, IMITS will audit and produce a list of CAIS users that will be reviewed by Clinical Informatics. If as a result, a user is de-provisioned and if a user requires their access to CAIS reinstated, they will have to re-apply for the access.

## 2.2. Review of Inactive or Dormant Accounts

The privileges to access CAIS will be disabled for users identified as inactive in the monthly access review. However, to preserve the integrity of audit logs User-IDs or accounts will not be deleted.

Providers who have not been active for over 6 months will be excluded from the de-activation audit and reviewed on a case-by-case basis. CST Cerner users with view-only access in the Scheduling Inquiry 4 CAIS access group will also be excluded from the de-activation audit. This is to ensure that both groups maintain the ability to access patient information needed to make care decisions in the case that time has elapsed since the patient's last BC Cancer visits.

Part of the account de-provisioning process may include an expedited process for reactivating a user's account should the user require access to CAIS again after a period of inactivity.

## 2.3. Access Management

IMITS has a documented access management process for CAIS that outlines procedures and oversight mechanisms to govern and administer access to systems and information.

Procedures exist for User Identification, User Registration Processes, and Updating Access Privileges See [VPP Access Management Policy](#).

## 2.4. Authorization

Processes must be in place to ensure that all access to CAIS is approved by an authorized Director, Manager, Supervisor or Delegate appointed for such purposes. Access must be authorized before user access is granted.

## 2.5. Auditing Access

Audit logs that record access to and use of CAIS are maintained by IMITS to demonstrate compliance with this and other relevant BC Cancer and/or IMITS' policies. See [VPP Access Management Policy](#).

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## 3. Responsibilities and Compliance

### 3.1. Responsibilities

System administrators and other IMITS staff who administer access to CAIS are responsible for following conditions set out in this Policy.

#### **Information Management Information Technology Systems (IMITS) and PHSA Management Team:**

- IMITS is responsible for monthly audits and will produce a list of individuals who have not accessed CAIS for 6 months.
- The IMITS Acute & Ambulatory Information System (AAIS) Team will be responsible for running the monthly access report.
- The AAIS Team, in conjunction with BC Cancer's Clinical Informatics Department, will review the list prior to de-provisioning users.
- The AAIS Team, along with PHSA's Access Management Team, will execute the de-provisioning. De-provisioning means that access to CAIS is removed.

#### **Directors, Managers, Delegates:**

- Create and comply with process to approve CAIS User Access requests for staff

### 3.2. Compliance

Accountability for compliance with this Policy lies with BC Cancer's and IMITS's Senior Executive / Leadership Teams, the Chief Information Officer, and Delegates.

## 4. Related Documents

### 4.1. Internet Tools, Forms and References

**Link to Policies and Standards can be found here:**

<http://shop.healthcarebc.ca/phsa/documentindex#Default=%7B%22k%22%3A%22privacy%20and%20confidentiality%22%7D>

**Link to CAIS Access Request Form for internal BC Cancer staff access can be found here:** [https://healthbc.service-now.com/sp\\_phsa\\_vch\\_phc/](https://healthbc.service-now.com/sp_phsa_vch_phc/)

For external and non-BC Cancer staff access to CAIS, send an email to CAIS Access Request Inbox at [cais@bccancer.bc.ca](mailto:cais@bccancer.bc.ca)

### 4.2. Related Policies

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[VPP Access Management Policy](#)

[VPP Information Security Policy](#)

[PHSA Privacy and Confidentiality Policy](#)

[VPP User Identification and Passwords Policy](#)

[PHSA Network Acceptable Use](#)

## 5. Definitions

**“Cancer Agency Information System” or “CAIS”** is a collection of 52 clinical applications developed in-house since 1994. It is BC Cancer’s longitudinal electronic patient record that tracks adult patient’s cancer journey. It is used at BC Cancer’s six centres and five satellite clinics, Leukemia/Bone Marrow Transplant Program of British Columbia located in Vancouver General Hospital, Transcription Services, and the Community/Oncology Network in hospitals in all BC Health Authorities.

**“User”** refers to any Staff or other individual who has been authorized for access to and use of a System.

**“PHSA” or “Provincial Health Services Authority”** refers to a publicly funded health service provider that plans, coordinates, and evaluates specialized health services with the British Columbian health authorities.

**“IMITS” or “Information Management/Information Technology Services”** refers to a consolidated department under the leadership of PHSA that designs, builds, operates, and manages IT services.

**“Service Catalogue”** refers to a work of IMITS Client Services designed to improve the user experience when ordering Information Technology (IT) services.

**“User Identifier” or “User-ID”** means a code or string of characters used to uniquely identify a User on a system.

**“PHSA Network Account ID”** refers to the unique User ID required to access Provincial Health Services Authority (PHSA)’s Systems.

**“Staff”** refers to all BC Cancer officers, directors, employees, contractors, consultants, health care professionals, students, and volunteers.

**“Providers”** refers to physicians, nurse practitioners, and dentists.

**“Cerner”** refers to the healthcare information company, supplying software, services and hardware in the Clinical & Systems Transformation (CST) project. The go-live of this clinical information system is to improve the safety, quality, and consistency of patient care across three British Columbia

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Health Organizations: Vancouver Coastal Health (VCH), the Provincial Health Services Authority (PHSA), and Providence Health Care (PHC).

**“Go-Live”** refers to the time in which a new system or new version of a system becomes officially and formally available. Following “go-live”, users will be able to initiate transactions in the new system.

**“System”** means any BC Cancer’s respective and shared electronic information systems.

**“Least Privilege”** means the security principle that ensures that a User should have only those privileges required for the task at hand and no more.

**“Dormant Account”** or **“Inactive Account”** refers to having no activity for a long period of time (6 months or longer).

## 6. References

- *BC Freedom of Information and Protection of Privacy Act*
  - [http://www.bclaws.ca/Recon/document/ID/freeside/96165\\_00](http://www.bclaws.ca/Recon/document/ID/freeside/96165_00)
- *BC E-Health (Personal Health Information Access and Protection of Privacy) Act*
  - [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_08038\\_01](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_08038_01)
- *Clinical & Systems Transformation*
  - <http://cstproject.ca/about-cst/glossary>
- *Provincial Health Services Authority (PHSA)*
  - <http://www.phsa.ca/our-services>
- *Information Management/Information Technology Services (IMITS) Info Centre*
  - <http://imitsinfocentre.healthbc.org>

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