HSE eHealth
IT National Service Desk
End-User Policy

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End User Policy
Version 1.1

Document Specifications	
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Abstract	This document details the IT National Service Desk End-User Policy in place in the HSE Office of the Chief Information Officer (eHealth).
Document Category	☐ Framework & Policy ☐ Procedure ☒ Other
Document Classification	☒ Confidential ☐ Internal ☐ Public
Distribution List	HSE CIO The eHealth Senior Management Team (SMT) All HSE End-Users (including HSE staff, students, contractors, sub-contractors, agency staff and authorised 3rd party commercial service providers) of the NSD systems.
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Version	Change Description	Author	Document Owner	Date Effective
0.1	Initial documentation	eHealth NSD Manager	eHealth Service Operations GM	01/10/2020
1.0	Updated following review by GM Service Operations	eHealth NSD Manager	eHealth Service Operations GM	01/12/2020
1.1	Updated section regarding retention of voice recording data	eHealth NSD Manager	eHealth Service Operations GM	12/05/2023

Title	Description	Location
eHealth IT National Service Desk Framework & Policy	The role of this document is to describe the eHealth IT National Service Desk Framework & Policy	Internal eHealth NSD Knowledge hub page
HSE Electronic Communications Policy	This document describes the HSE's Electronic Communications Policy regarding email, internet, intranet and fax services.	https://www.hse.ie/eng/services/publications/pp/ict/
HSE Code of Standards & Behaviour	This document describes the HSE's Code of Standards and behaviour within which all employees are expected to work and discharge their duties.	https://www.hse.ie/eng/services/publications/corporate/codeofgovernance.pdf
HSE Dignity at Work	This document describes the HSE's Dignity at Work Policy & Procedures	https://healthservice.hse.ie/staff/procedures-guidelines/dignity-at-work-policy-for-the-public-health-service/

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1 Introduction

This document sets out the eHealth CSE IT National Service Desk (NSD) End-User Policy regarding all NSD end-users access and use of the various NSD systems. The NSD is committed to the correct and proper use of these systems in support of its administrative and service functions.

The purpose of this policy is to define the expected and acceptable use of the NSD systems by the end-user. This policy is mandatory and by engaging with the NSD, end-users are agreeing to abide by the terms herein.

The data gathered by the NSD systems may be used for on-going training, service improvements and reviews.

2 Scope

This policy is specific to the following NSD support systems:

- NSD phone systems
- NSD messaging systems
- NSD email systems
- NSD ticket logging system

The policy applies to end-users (including HSE staff, students, contractors, sub-contractors, agency staff and authorised 3rd party commercial service providers) who are in contact with the NSD. This policy is in addition to the other HSE policies, including those noted in the document reference section.

3   Policy

The NSD End-User Policy is a formal statement of the management expectations and intentions, used to direct actions and activities that govern the use of the NSD systems.

End-users are required to use the NSD systems responsibly and lawfully. They must not use the NSD systems in any way which is inconsistent with carrying out their role. This includes participation in any activity which is or might be reasonably regarded as distasteful, offensive, or harmful to others.

3.1 Monitoring

Objective	Ensure there is a clear definition of how any data or recordings captured whilst using and monitoring the NSD Systems
In Practice	The NSD reserves the right to routinely monitor, log and record the use of its systems for the purpose of: • Helping to trace and resolve technical faults • Protecting and maintaining network and system security • Maintaining system performance and availability • Ensure the privacy and integrity of information stored on the HSE network • Investigating actual and suspected security incidents • Preventing, detecting and minimising inappropriate, abusive, or offensive use or behaviour • Protecting the rights and property of the HSE, its staff, patients, and clients • Ensuring compliance with HSE policies, current legislation, and applicable regulations

3.2 Storage & Access

Objective	Ensure there is a clear definition of how the data and information on the NSD systems is stored and accessed
In Practice	Any data or recordings captured whilst using the NSD systems, is stored and accessed as follows: • Voice recordings will be kept by the NSD for a period of 3 days • Emails and tickets will be kept in line with GDPR data guidelines • The voice recordings, emails and tickets will be stored in the secure eHealth Data Centre facilities • Data collected will be adequate, relevant, not excessive and used for the purpose stated in this policy only and not for any other purpose • The monitoring of an individual end-user can only be undertaken by the NSD Management Team (at Grade 7 level or above) and / or the NSD Quality and Training team • When sharing recordings or data with a Government Department, Public Body, Public Authority, Regulatory Body, Government sponsored inquiry or investigation and others on foot of a court order, the information must be sent in its original source format so as to allow the recipients of the information to access, view and search the information as easily and as efficiently as possible

3.3 Use of Voice Recording

Objective	Ensure there is a clear definition of how to communicate the use of the NSD Phone System voice recordings
In Practice	NSD will notify the users of the use of voice recording through: • Playing a recorded message on the inbound NSD line • NSD staff making outbound calls to advise the end-user that the call is being recorded and will confirm consent before proceeding with the call • Putting a notice on the HSE NSD healthservice.ie page and the Self-Service portal

3.4 Emails, Messaging & Tickets

Objective	Ensure there is a clear definition of the use of messaging, email and the NSD ticketing systems
In Practice	This is covered under the HSE Electronic Communications Policy

4   Roles & Responsibilities

- The NSD Manager is owner of the NSD systems and is responsible for the supervision of the access to voice recordings, emails, and tickets
- As stated in the HSE Electronics Communications Policy:
    - The use of the recordings and email content is in compliance with the Data Protection Acts 1988 and 2003 and the General Data Protection Regulation May 2018
    - The end-users is responsible for complying with this policy and all other relevant policies, procedures, regulations, and applicable legislation
- eHealth is responsible for the provision of a reliable and secure phone and email service, and for the data held on the systems
- The end-users are reminded that personal data and information may be collected in the course of recording activities, but that these will be processed fairly and lawfully in accordance with the relevant Data Protection Acts.
- The NSD staff and end-users are responsible for reporting any suspected breaches of this policy to the NSD Manager
- Line Managers are responsible for ensuring that all HSE staff, students, contractors, sub-contractors, and agency staff who report to them are made aware of and have access to this policy and all other relevant HSE policies. They are furthermore responsible for ensuring that adequate training and instruction is provided to ensure compliance with this policy and all other relevant HSE policies

5   Enforcement

As stated in the HSE Electronics Communications Policy, the HSE reserves the right to take such action as it deems appropriate against individuals who breach the conditions of this policy. HSE staff, students, contractors, sub-contractors, or agency staff who breach this policy may be subject to

disciplinary action, including suspension and dismissal as provided for in the HSE disciplinary procedures.

6   Review, Monitoring & Compliance

The GM of Service Operations and the NSD Manager will review this document on an annual basis or earlier if required. Any required changes must be approved by the eHealth Senior Management Team. All Line Managers and end-users are accountable for the compliance of all relevant stakeholders. Any persistent deviations must be reported to the GM of Service Operations.