	St. Clair Twp. New Miami Life Squad	Document No.: <b>OPS-P-032</b>	Revision: -	Pg. 1 OF 5
		Title: <b>Policy, Information Systems</b>		

Revision History:				
Rev.	Description of change:	Initiated By:	Approved By:	Effective Date:
-	Initial Release	S.Weigold	R.Bubemyre	07/27/05

## 1.0 PURPOSE

The Information Systems Policy exists to provide direction for members of the St. Clair Twp. – New Miami Life Squad in the use of and support for department provided information systems.

## 2.0 SCOPE

### 2.1 APPLICABILITY

This policy applies to all members of the St. Clair Twp. – New Miami Life Squad regardless of rank or seniority.

### 2.2 RESPONSIBILITY

All department officers are responsible for ensuring compliance with this policy.

## 3.0 DEFINITION OF TERMS

**IS** – An acronym meaning Information Services

**Information Systems** – Electronic equipment used to facilitate the processing of information. Generally includes (but is not limited to) computers, monitors, keyboards, computer mice, printers, network equipment and all related cabling.


## 4.0 REFERENCE DOCUMENTS

OPS-F-023          Form, Computer Support Request

## 5.0 EQUIPMENT USED

No equipment is required for compliance with this policy

## 6.0 SAFETY CONSIDERATIONS

	St. Clair Twp. New Miami Life Squad	Document No.: <b>OPS-P-032</b>	Revision: -	Pg. <b>2 OF 5</b>
		<b>Title: Policy, Information Systems</b>		

There are no special safety considerations for compliance with this policy.

## **7.0 SPECIAL REQUIREMENTS**

There are no special requirements for compliance with this policy.

## **8.0 POLICY**

### **8.1 General Considerations**

St. Clair Township New Miami Life Squad has created a complex information system in order to support its designated tasks of patient care, billing, training and communications. Members should remember that access to the department information systems is a privilege that can and will be revoked if abused. It is imperative that this policy be understood completely and followed carefully in order to minimize the risks inherent in electronic communications.


### **8.2 Information Systems Administrator**

In order to properly oversee the use of and support for the department information systems, the Chief will appoint an Information Systems Administrator. The Information Systems Administrator will have the responsibility for supervising the use of and support of the department information systems. The Information Systems Administrator should be a senior member of the department, and a member in good standing. Candidates for the Information Systems Administrator should be well versed in computer operations, support, networking and personnel supervision.

The Information Systems Administrator will have the authority to enforce the department policies and procedures related to information systems, and to initiate progressive discipline through the appropriate senior officer for infractions. The Information Systems Administrator is expected to initiate new policies and procedures when necessary in order to ensure the appropriate use of department information systems. The Chief will have final approval over all new policies and procedures.

### **8.3 Department Use of Information Systems**

The department information systems exist primarily to support the needs of department operations. As such, department needs for the information

	St. Clair Twp. New Miami Life Squad	Document No.: <b>OPS-P-032</b>	Revision: -	Pg. <b>3</b> OF <b>5</b>
		<b>Title: Policy, Information Systems</b>		

systems take precedence over any other use of it. Members having a department related assignment that requires use of department information systems will report to the Information Systems Administrator to coordinate the use of resources and schedule any training and or support required.

#### **8.4 Personal Use of Information Systems**

While the department information system exists to support the needs of department operations, the department recognizes that occasionally, members may need to use department information systems to support a personal need such as to check personal email. Occasional personal use of department information systems is permitted provided all other provisions of this policy are adhered to. Members are reminded that department needs for the information systems take precedence, and personal use of systems is a privilege that can and will be revoked if abused.


#### **8.5 Information Systems Monitoring**

St. Clair Township New Miami Life Squad reserves the right to monitor all use of department information systems to ensure compliance with this and other department policies. Members are warned that any information (including personal email) transmitted over department information systems is subject to monitoring. Due to the confidential nature of some department communications, any information systems monitoring will be performed with the consent of both the Chief and the Information Systems Administrator. All monitoring will be kept confidential except as needed to enforce the provisions of this policy.

#### **8.6 Improper Use of Information Systems**

Under no circumstances is improper use of department provided information systems permitted. Examples of improper use include, but are not limited to:

- ? Communications of a profane, sexist, racist, obscene, or offensive nature
- ? Communications in support of an illegal activity
- ? Communications of a harassing or derogatory nature

	St. Clair Twp. New Miami Life Squad	Document No.: <b>OPS-P-032</b>	Revision: -	Pg. <b>4</b> OF <b>5</b>
		<b>Title: Policy, Information Systems</b>		

- ? Communications detrimental to the department, its personnel, its equipment or its operations.

The Information Systems Administrator has final say on what constitutes improper use of information systems.

### **8.7 Modification of Information Systems**

Modification of department information systems is prohibited without the direct oversight of the Information Systems Administrator. This includes the removal of or installation of software on the information systems. Any medications needed to any department information systems should be handled through the information systems support process (see section 8.8)

### **8.8 Information Systems Support**


The Information Systems Administrator will oversee all information systems support evolutions. Members requiring information systems support will complete form OPS-F-023, and submit it to the Information Systems Administrator. The Administrator will then ensure that the appropriate support is provided. All support documentation will be kept on file for a period of at least one year.

### **8.9 Connection of Personal Equipment**

While it may be necessary for member provided personal information systems equipment to be connected to department information systems, this practice is generally discouraged. Connection of personal information systems equipment may be performed if needed to support a member's department related assignments only with the written authorization of the Information Systems Administrator provided the provisions of section 8.9 are met. The Information Systems Administrator may audit personal information systems equipment at any time without warning to ensure proper compliance with this policy, and has the authority to revoke connection authorization at any time.

### **8.10 Requirements for Connected Personal Equipment**

Due to the inherently dangerous nature of modern electronic communications, personal information systems connected to department

	St. Clair Twp. New Miami Life Squad	Document No.: <b>OPS-P-032</b>	Revision: -	Pg. <b>5 OF 5</b>
		Title: <b>Policy, Information Systems</b>		

information systems will be carefully checked and monitored to ensure they are protected from interfering with department information systems operation. Where applicable, personal information systems connected to department information systems will have the following:

- ? Properly installed, functional, up to date and automatic virus scanning software.
- ? Properly installed, functional, up to date adware and spyware protection tools
- ? A complete virus scan within the last seven days
- ? A complete adware and spyware scan within the last seven days
- ? All operating system patches, upgrades and service packs installed.

## **9.0 DOCUMENTATION**

Non-compliance with this policy will be documented as needed using the standard department complaint procedure.