

OVERVIEW

The former Saskatoon Health Region's (SHR's) Information Technology Services (ITS) department unlocks SHR User Accounts and resets their passwords for users when these users call the ITS Service Desk (formerly 8200, now 1-888-316-7446).

DEFINITIONS

All (SHR) Staff means SHR Staff, those who are directly employed and paid by SHR and have an SHR employee number.

Non-SHR Staff means practitioner staff (including physicians), professional staff, vendors, board members, students, volunteers, and anyone else who may have a SHR Computer Account, but does not have an employee number.

User(s) mean anyone who has a SHR User Account

SHR User Account means a personal account consisting of an Active Directory username and a password that is granted user access privileges. Privileges may include access to shared files, email and / or systems / applications.

Approved SHR Source means someone that has been granted the right to approve SHR User Account access for SHR Staff and / or Non-SHR Staff. Examples would include SHR CEO, VP, Director or Manager, or Practitioner Staff Affairs.

User Verification Question means a set of questions that is recorded in ITS' information about the user with a specific answer that the user must supply when asked.

1.0 PURPOSE

The purpose of this document is to establish SHR's requirements for users to authenticate their identity so that they can receive a password reset or unlock of their SHR User Account without requiring approval from an Approved SHR Source.

2.0 PRINCIPLES

- 2.1 SHR IT has the authority to control and manage all computer and network related activities and furthermore has a responsibility to maintain network and account security.
- 2.2 User actions may have direct impacts on quality control, network and account security, infection control, patient safety, and patient's rights to privacy; as such, a password reset may be denied depending on circumstances.

3.0 POLICY

- 3.1 SHR and SHR ITS have an obligation to protect their systems, data and access.
- 3.2 The use of the verification questions will be allowed only after appropriate authentication / verification of the submitter's identity by an Approved SHR Source.
- 3.3 Any person who does not have an employee number and / or verification questions on file with IT will require authorization from an Approved SHR Source before their SHR User Account can be unlocked or their password reset.
- 3.4 The exception to section 3.3 would be when the User Verification Questions are submitted from the user's personal SHA email address, in this case they can self-authorize.
- 3.5 In cases where an SHR User Account has been disabled for any reason the user must go through an approved SHR Source to regain access to their account.

4.0 ROLES AND RESPONSIBILITIES

4.1 *All Staff*

- 4.1.1 Are to provide this process and the associated form available to anyone that has or needs SHR user access.
- 4.1.2 Are required to follow all IT policies and procedures.
- 4.1.3 Are required to report any real or suspected abuse of IT policies, procedures, access, and equipment.

4.2 *Approved SHR Source*

- 4.2.1 Provide this process and the accompanying form to any person that needs access via an SHR User Account.
- 4.2.2 Endorse / authenticate any User Password Verification Question form submissions by emailing them to ITS – Security SktnHR (itssecurity@saskatoonhealthregion.ca) – but only after verifying to their satisfaction the identity of the person / user making the submission.
- 4.2.3 Inform ITS of any changes in the status of user or their current SHR Network access needs.
- 4.2.4 Authorize SHR ITS to reset the password or unlock the User Account for any users that fail to answer the Verification Questions they have previously provided, via an email to ITS – Security SktnHR (itssecurity@saskatoonhealthregion.ca) and endorse/authenticate a new User Password Verification Question form with new answers for that user – but only after verifying to their satisfaction the identity of the person making the request and submitting the form.
- 4.2.5 Assist IT in maintaining accurate records and information about users.

4.3 *Users*

- 4.3.1 Provide the information requested and keep it up to date.
- 4.3.2 Acknowledge SHR IT has the right and responsibility to maintain network and account security.
- 4.3.3 Comply with all SHR IT policies and procedures.
- 4.3.4 Acknowledge failure to provide correct answers to their verification questions will require them to seek approval from an Approved SHR Source prior to their password being reset or their SHR User Account being unlocked.
- 4.3.5 Acknowledge this process will not allow them to re-enable a disabled SHR User Account.
- 4.3.6 Acknowledge there are circumstances in which the password reset will be refused.
- 4.3.7 Acknowledge User Verification Questions can only be self-authorized from their personal SHA email account.

4.4 *ITS*

- 4.4.1 Confirms submitted forms are properly authorized / endorsed as required by this process.
- 4.4.2 Record/File submitted password verification questions and answers in a secure manner consistent with current ITS-defined standards.
- 4.4.3 If a SHR User Account has been disabled for any reason, require authorization/explanation/forms from an Approved SHR Source prior to re-enabling the account.

4.5 *ITS Service Desk*

- 4.5.1 Will use User Verification Questions when an employee number is not on file or further verification is needed:
 - Where User Password Verification questions are on file, require correct answers for a minimum of two questions prior to resetting the password or unlocking the corresponding SHR User Account
 - Where no User Password Verification questions are on file:
 - Require authorization from an Approved SHR Source prior to performing these actions.
 - Educate users regarding this process and corresponding form so that they might utilize it the next time a similar situation occurs.
- 4.5.2 Not re-enable a SHR User Account that has been disabled for any reason, referring all such incidents to ITS Security for resolution and informing users that their SHR User Account can only be re-enabled after written authorization / confirmation or forms are sent via email from the Approved SHR Source to ITS – Security SktnHR (itssecurity@saskatoonhealthregion.ca).

5.0 NON-COMPLIANCE/BREACH

Refusing to comply with the terms laid out above may result in loss of SHR User Account and network access.



Information Technology Services

User Verification Questions

INTRODUCTION

The former Saskatoon Health Region's (SHR's) Information Technology Services (ITS) department realizes that for Staff it can be difficult to manage user account passwords. To help deal with this issue, ITS is allowing users to set up a series of security questions that can be used when phoning the ITS Service Desk. Correctly answering these questions will verify the identity of the user on the phone without requiring secondary, written endorsement from an Approved SHR Source.

| | | | | | |
|---|----------------------------------|------------------------------------|--|----------------------------------|-----------------------------------|
| POSITION TYPE (Check One): | | <input type="checkbox"/> Physician | <input type="checkbox"/> Resident | <input type="checkbox"/> Clerk | <input type="checkbox"/> LifeLabs |
| <input type="checkbox"/> Employee | <input type="checkbox"/> Student | <input type="checkbox"/> Other | | | |
| _____ | _____ | _____ | | _____ | |
| <i>Employee Number</i> | <i>Department</i> | | | <i>Position & Department</i> | |
| _____ | | | _____ | | |
| <i>Name (Last Name, First Name) – please print</i> | | | <i>Signature - Enter in a Digital Signature or Print the form and sign it</i> | | |
| _____ | | | Have you ever been an SHR Employee? <input type="radio"/> Yes <input type="radio"/> No | | |
| <i>Educational Facility/Company (if applicable)</i> | | | If Yes please enter in the year: _____ | | |

| | |
|---|----------------------------------|
| AUTHORIZER / APPROVED SHR SOURCE | |
| Not required when User Verification Questions submitted from <u>user's own</u> SHA email Account. | |
| _____ | _____ |
| <i>Name (Last Name, First Name) – please print</i> | <i>Position & Department</i> |

USER AGREEMENT

In signing this document, I agree:

- To provide SHR with **meaningful** answers to at least four (4) verification questions below. (Answers will not all be the same)
- To provide the correct answers to a minimum of two (2) of these questions when asked for them.
- Not to share my questions and answers with anyone.
- If I am unable to provide correct answers or my information recorded in ITS records is not current, I will have to contact an Approved SHR Source to verify my identity, resubmit this form, and / or update the information recorded with ITS.

QUESTIONS AND ANSWERS

Please choose at least four (4) different questions to provide answers to. **One-word answers are recommended.** (If you do not wish to download Adobe Reader print the form and choose questions to answer, if using Adobe Reader additional questions are available via a drop-down menu.)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. Enter in Your Own Question and Answer

FORM SUBMISSION

This form must be signed by the user, then scanned (if not digitally signed) and emailed from the appropriate email to ITS Security (itssecurity@saskatoonhealthregion.ca). Email's not coming from the correct SHA email account will be rejected.

IMPORTANT NOTES

- Forms must be signed and submitted via email to be processed.
- SHR User Accounts for will not be processed until all required paperwork is properly filled in and submitted.