



PURPOSE

The Bay of Plenty District Health Board (BOPDHB) supports the appropriate use of Cloud Based Services to enhance productivity, enable collaboration and facilitate timely service delivery. This protocol outlines the process and procedures required for appropriate use of Cloud Service for BOPDHB clinical, operational and business purposes.

KEY PRINCIPLES

1. All BOPDHB clinical, operational and business activity data that is collected, created, saved, transmitted or stored via Cloud Based Services is BOPDHB data and is subject to BOPDHB policy and protocol for appropriate management and protection of that data.
2. BOPDHB policy and protocol around the use of Cloud Based Services for BOPDHB data applies regardless of the type or ownership of device or connection method (i.e. network) being used to access the Cloud Based Service.

SCOPE

1. This protocol applies to all employees and contractors of the BOPDHB wishing to use Cloud Based Services for BOPDHB data.
2. Cloud Based Services encompass the practice of electronically communicating, sharing, storing, and processing information using remote environments available via the internet, rather than using BOPDHB provided localised environments.
3. This protocol applies to all Cloud Based Services encompassing the following delivery models:
 - 3.1 Infrastructure as a Service (IaaS) – third party provision of computing resources (processing, storage and network infrastructure) that allow customers to deploy their own operating systems and applications onto that infrastructure.
 - 3.2 Platform as a Service (PaaS) – provision of operating systems and databases to enable customers to deploy and run applications across the platform.
 - 3.3 Software as a Service (SaaS) – provision and consumption of third party provided applications usually on a subscription or pay per use basis. All aspects of service provision are the responsibility of the third party provider.
4. This protocol applies to all Cloud Based Services used for but not limited to the following purposes:
 - 4.1 Cloud Storage & File Sharing solutions – e.g. Dropbox, iCloud, Google Drive, Microsoft OneDrive.
 - 4.2 Collaboration & Communication services – e.g. Twitter, Google Hangouts, TeamViewer, Evernote, Skype.
 - 4.3 Office Automation & Webmail services – e.g. Microsoft Office 365, Microsoft Live Outlook, Google Gmail.
5. If users are not sure whether a service is a Cloud Based Service, they should contact the Information Management (IM) service for clarification.

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STANDARDS TO BE MET

6. Only approved Cloud Based Services may be used by BOPDHB staff and contractors for BOPDHB business, operational and clinical purposes.
7. All use of Cloud Based Services for BOPDHB purposes (including BOPDHB data) must comply with the BOPDHB processes for approval of cloud service use. These processes comply with the NZ Government's requirements for cloud computing issued by the office of the Government Chief Information Officer (GCIO).

These processes are detailed here and involve:

- Raising a service request with the IT Service Desk for cloud service approval.
 - Completion of an Initial Cloud System Questionnaire which will be assessed by the Information Management Team.
 - Completion of a full Cloud Risk Assessment if required by the Information Management Team.
 - Endorsement by the General Manager (GM) Information Management (IM) and the Chief Executive (CE) of the BOPDHB if the identified risks are mitigated and accepted by the BOPDHB. The endorsement will be in the form of a formally signed Cloud Service Endorsement document.
8. The BOPDHB GMIM and CE will accept any residual risk of use of a cloud service for the identified purpose as part of the endorsement of the cloud service. The endorsement forms and assessment tools used will be forwarded to the GCIO for their information.
 9. The IM service shall be responsible for identifying and contracting with a list of pre-approved Cloud Based Service providers that comply with GCIO requirements.
 10. The IM service shall be responsible for ensuring that security, privacy and all other relevant information management requirements are adequately addressed by the Cloud Based Service provider.
 11. For Cloud Based Services requiring users to accept terms and conditions of service, such agreements must be reviewed and approved by the GM Information Management or delegate.
 12. Users MUST NOT adopt new cloud services until the appropriate sign-offs have been obtained and the above associated documentation forwarded to the GCIO.

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 2.6.2 Digital Communication
- Bay of Plenty District Health Board policy 2.6.2 protocol 1 Email Usage
- Bay of Plenty District Health Board policy 2.6.2.protocol 2 Internet Usage
- Bay of Plenty District Health Board policy 2.6.2.protocol 3 Social Media
- Bay of Plenty District Health Board policy 2.6.2.protocol 4 Sensitive Data
- Bay of Plenty District Health Board Cloud Computing and Accreditation

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