MINIMUM USER DEVICE STANDARDS - GUIDELINES

1 INTRODUCTION

The BC Medical Quality Initiative (BC MQI) program makes the provincial Credentialing and Privileging (C&P) databases, privileging dictionaries, and CACTI modules (known as the C&P system) available for use to participating health organizations (HOs).

The BC Medical Quality Initiative Office (BC MQIO) is responsible for the administration of the BC Medical Quality Initiative, including the C&P system, and for providing related support services as defined in the Participation and Information Sharing Agreements.

As part of their duties, BC MQIO will develop, comply with, and make available to the participating health organizations, policies, protocols, standard operating procedures and other operational documents as necessary for the smooth and effective functioning of the BC MQIO and the performance of its duties and services.

A BC MQIO developed policy or procedure will not be binding on a participating health organization if it would cause that HO to be non-compliant with its own legal, privacy, or security requirements. Each HO has the option to have their legal counsel review the BC MQI policies and procedures that impact them to ensure alignment with their HO's internal policies and procedures.

This BC MQIO guideline is specific to the user access to the C&P system applications and modules.

1.1 Purpose

To ensure that non-health organization approved user devices connecting to the C&P system databases, specifically AppCentral, are adequately protected by complying with minimum technology standards and protections.

1.2 Scope

This standard is for C&P System users and practitioners who access the Cactus System and related applications from their corporate and personal devices.

1.3 Exceptions

None

2   STANDARDS

The following table outlines the minimum specifications required for the installation and use of Cactus.

Component	Description
Network Configuration	Cactus uses TCP/IP and HTTPS for communication over standard port 443
Memory	4 GB minimum recommended
Screen Resolution	1366 x 768 required (1600 x 900 recommended)
Web Browser	• Chrome (current) • Microsoft Edge (current) • Firefox (current) • Internet Explorer 11 *Browsers used to access the C&P system database, specifically AppCentral, must be fully supported by the originating vendor. Non-supported browsers will encounter known system functionality deficiencies.* *Users must not use the "Remember Password" feature of any software application (e.g. Internet Explorer).*
Operating Systems:	*Operating systems of devices must be fully supported by the originating vendor. Non-supported operating systems will contain known vulnerabilities that can be more easily exploited.*
Personal Firewall:	*Tool(s) to protect the device from hostile attacks (theft of information and the control of services, applications and resources) must be installed and updated on a regular basis. Configuration and / or signature files that identify potential threats must be kept up to date.*
Virus and malware scanning:	*Tool(s) to scan for viruses and malware must be installed and updated on a regular basis. Configuration and / or signature files that identify potential threats must be kept up to date.*

3   RESPONSIBILITIES AND COMPLIANCE

3.1   Responsibilities

3.1.1   BC MQIO Staff
- develop, comply with, and make available to the participating health organizations, policies, protocols, standard operating procedures and other operational documents as necessary for

the smooth and effective functioning of the BC MQIO and the performance of its duties and services.

3.1.2   C&P System Users Including Practitioners
- comply with BC MQIO related policies, procedures and necessary for the smooth and effective functioning of the BC MQIO and the performance of its duties and services.

3.1.3   Health Organizations
- inform all new users, including practitioners, of this standard.

3.2   Compliance
Compliance of this standard is mandatory for all users, including practitioners. Non-compliance can result in lack of C&P system performance, and the software may not respond as required.

3.3   Related Documents
- Third-Party Remote Access Policy
- User Access Management Policy
- User Access Management Procedure
- PHSA - Privacy and Confidentiality Policy – IA_020
- PHSA, VCH, PHC – Information Security Policy (IMITS 130)

4   DEFINITIONS

TERM	DEFINITION
BC MQI	The BC Medical Quality Initiative program under which the C&P databases and privileging dictionaries are made available for use to the participating health organizations, and administered by the BC MQIO in accordance with the terms of the Participation Agreement and under the direction of PMSEC.
BC MQIO	The BC Medical Quality Initiative Office is tasked to administer the BC MQI including the C&P databases and privileging dictionaries and to provide certain support services (as defined in the Participation Agreement) to the participating health organizations regarding their use of the C&P system. The BC MQIO is within, and administered by, the Quality, Safety & Outcome Improvement department of PHSA. PMSEC is responsible for the governance and strategic direction of both the BC MQIO and the BC MQI.
BC MQIO Staff	Any employee of PHSA, or another participating organization, where that employee is working under the direction of PHSA, or any independent contractor of PHSA, who perform the duties of the BC MQIO.
C&P	Provincial Practitioner Credentialing & Privileging System (C&P) that includes Privileging Dictionaries, Cactus (and/or symplr) software databases as defined in the Information Sharing Agreement (e.g. AppCentral and Visual Cactus) and Cactus software modules (e.g. iCommittee, iDirectory, etc.).
HOs	Health organizations comprised of BC health authorities and their affiliates participating in the Provincial Practitioner Credentialing & Privileging Program (C&P). Including: • Fraser Health Authority (FHA) • Interior Health Authority (IHA) • Northern Health Authority (NHA) • Providence Health Care Society (PHC) • Provincial Health Services Authority (PHSA) • Vancouver Coastal Health Authority (VCH) • Vancouver Island Health Authority (VIHA)
Malware Scanning	Malware, short for malicious software, is an umbrella term used to refer to a variety of forms of hostile or intrusive software, including computer viruses, worms, Trojan horses, ransomware, spyware, adware, scareware, and other malicious programs. It can take the form of executable code, scripts, active content, and other software.

TERM	DEFINITION
	Malware is defined by its malicious intent, acting against the requirements of the computer user — and so does not include software that causes unintentional harm due to some deficiency. Software such as anti-virus and firewalls are used to protect against activity identified as malicious, and to recover from attacks.
Operating Systems	An operating system (OS) is system software that manages computer hardware and software resources and provides common services for computer programs. All computer programs, excluding firmware, require an operating system to function. The dominant desktop operating system is **Microsoft Windows,** with **macOS by Apple Inc.** is in second place, followed by varieties of Linux.
Personal Firewall	A personal firewall is an application which controls network traffic to and from a computer, permitting or denying communications based on a security policy. Typically, it works as an application layer firewall. A personal firewall differs from a conventional firewall in terms of scale. A personal firewall will usually protect only the computer on which it is installed, as compared to a conventional firewall which is normally installed on a designated interface between two or more networks, such as a router or proxy server. Hence, personal firewalls allow a security policy to be defined for individual computers, whereas a conventional firewall controls the policy between the networks that it connects.
PMSEC	The Provincial Medical Services Executive Council (previously known as the Physician Services Strategic Advisory Committee or PSSAC), which is comprised of the Vice Presidents of Medicine or equivalents from each of the Participating Organizations and a representative from the British Columbia Ministry of Health, and any successor to such Council that may be constituted from time to time.
User	All persons authorized to access the C&P resources and data. This includes employees and non-employees including, but not limited to, physicians, researchers, volunteers, students, and contractors, partnership organization staff, or any other person accessing the C&P from a HO facility, a home office, and a remote location or via a mobile device.
User Access Request Form	Form initiated and approved by a health organization to request user access, reactivate user access, modify user access or deactivate user access as related to the C&P system.

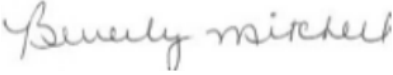| TERM	DEFINITION
Web Browsers	A web browser (commonly referred to as a browser) is a software application for retrieving, presenting and traversing information resources on the World Wide Web. An information resource is identified by a Uniform Resource Identifier (URI/URL) that may be a web page, image, video or other piece of content. Hyperlinks present in resources enable users easily to navigate their browsers to related resources. Although browsers are primarily intended to use the World Wide Web, they can also be used to access information provided by web servers in private networks or files in file systems. The most popular web browsers are Chrome, Edge (preceded by Internet Explorer, Safari, Opera and Firefox.

5 LINKS TO KEY REFERENCES

1) PHSA Information Access & Privacy:
   http://2pod.phsa.ca/quality-safety/privacy/Pages/default.aspx
2) PHSA Information Management/Information Technology Services (IMITS):
   http://2pod.phsa.ca/our-phsa/browse-by-department/Pages/Information-Management-Information-Technology-Services-IMITS.aspx
3) PHSA Policies & Procedures:
   http://2pod.phsa.ca/workplace-resources/policies-procedures
4) PHSA Legal Services:
   http://2pod.phsa.ca/our-phsa/browse-by-department/Pages/Legal-Services.aspx
5) BC MQI Teamsite:
   http://our.healthbc.org/sites/CPSolutions/SitePages/Home.aspx
6) BC *Freedom of Information and Protection of Privacy Act*:
   http://www.bclaws.ca/Recon/document/ID/freeside/96165_00

6 APPENDICES
None

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