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## STANDARD OPERATING PROCEDURES




**DEPARTMENT OF INFORMATION TECHNOLOGY**

**VALIDITY: THIS MANUAL IS VALID FOR 3 YEARS**

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### 1. PURPOSE:


This procedure defines a consistent approach to identify, classify and manage the assets within the system at Sri Manakula Vinayagar Medical College and Hospital and to account ownership for the assets and effectively protect them.

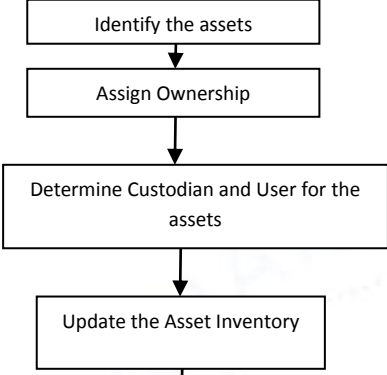
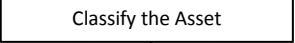
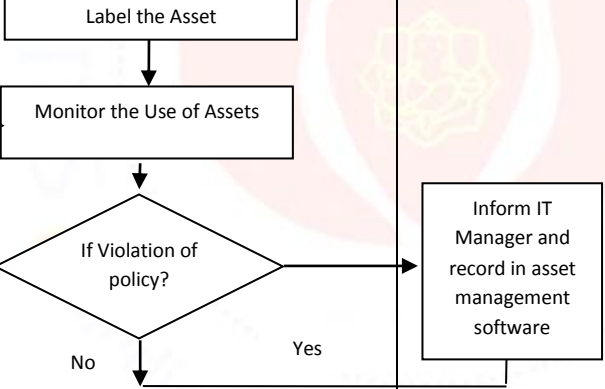
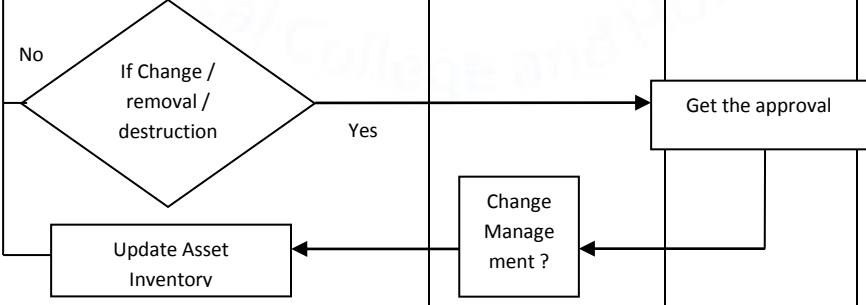
### 2. SCOPE:


The procedure is applicable towards maintaining server, desktop, Laptops, Projectors Network equipment's and printer assets at Sri Manakula Vinayagar Medical College & Hospital.

### 3. RESPONSIBILITY:

The information and technology (IT) manager is responsible for all these procedures.

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PROCEDURE FOR ASSET MANAGEMENT				
Process Steps	Process Flow	Interface with Other processes		Document Reference
		All Departments	Management	
Asset Identification				
Asset Classification				
Asset Handling				Procedure Asset Labeling and Handling  Acceptable use of asset policy
Change / Removal / Destruction of Asset				

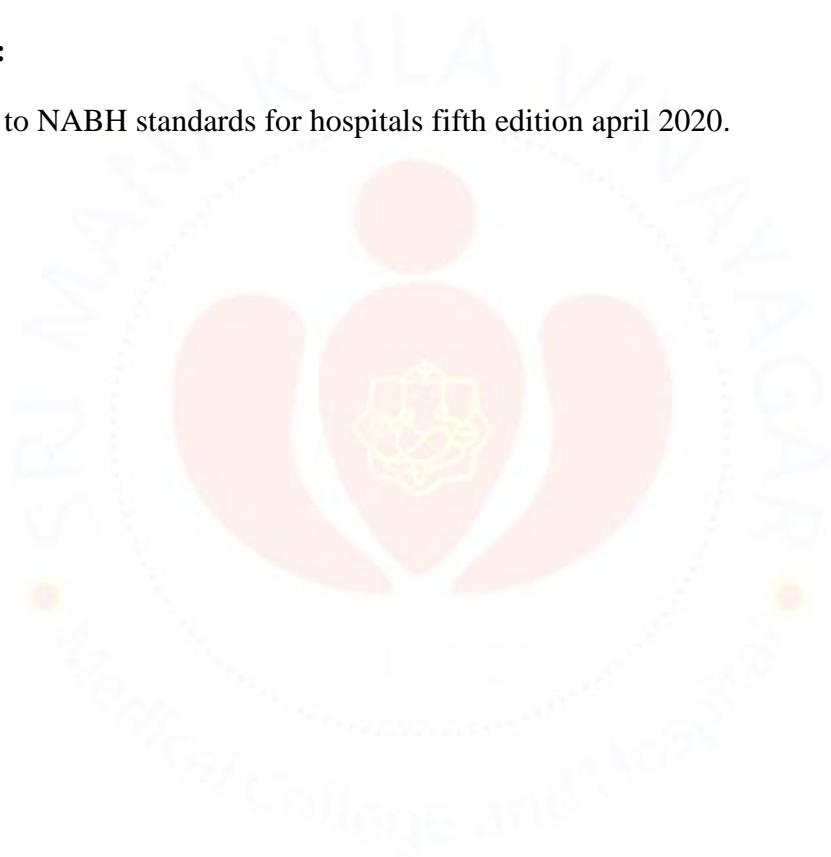
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#### 4. RECORDS:

No.	Record	Description	Location	Retention
4.1.	<u>Asset Classification List</u>	Inventory of Asset and its Classification	IT	6 years minimum

#### 5. REFERENCE:

1. Guide book to NABH standards for hospitals fifth edition april 2020.



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### 1. PURPOSE:

The purpose of this procedure is to explain the activities related to maintaining the confidentiality, integrity and availability of clinical and non-clinical data in the hospital.

### 2. SCOPE:

The procedure is applicable to maintaining the clinical and non-clinical data at Sri Manakula Vinayagar Medical College and Hospital.


### 3. RESPONSIBILITY:

IT manager is responsible for ensuring all controls are in place to ensure data security.

### 4. PROCEDURE:

#### 4.1. ACCESS CONTROL:

- a) Access to the electronic data (Clinical /Non clinical) is controlled by the IT department.
- b) Only the staffs who are given permission to access the software are allowed to update / modify clinical and nonclinical data.
- c) The accesses given to the staff to the electronic data (Clinical/Nonclinical) to perform/carry out data entry/ data modification are monitored through hospital med plus software.
- d) The IT manager monitors the access logs pertaining to the access of hospital software periodically to ensure no unauthorized accesses happen. In case of any variance identified the IT manager takes appropriate corrective / preventive actions.
- e) The details of the review of the access logs checked while doing preventive maintenance and are maintained in the preventive maintenance register.

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#### 4.2. ELECTRONIC RECORD MODIFICATION:


- a) The staffs who make data entry of the patient details in the software are not authorized to modify data.
- b) In the case of electronic data modification the respective staff / departments send their request by mail/phone or an authorized person with the authorization of the respective HODs and the IT department or authorized person makes the requested changes.
- c) Periodically the IT manager reviews the logs / reports pertaining to the records that were modified to check for any unauthorized changes and take appropriate corrective / preventive actions as required.

#### 4.3. BACKUPS :

- a) The IT manager takes daily backups of the software database and the media containing the backup data is stored at a safe distance from the source of data with adequate protection.
- b) The details of the backup taken are updated in the back up register.
- c) Offsite Data backup is maintained at Sri Manakula Vinayagar Software Solutions Puducherry.
- d) Offsite data backup details are updated in Offsite back up register.

#### 4.4. ANTIVIRUS:

- a) The IT manager ensures that the latest antivirus updates are loaded in the server and also in the desktops connected to the hospital network.
- b) Automatic virus scanning in all the systems is carried out at scheduled intervals as and when the desktop and laptop is powered on. Regular scanning is carried out as scheduled in the console.

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#### 4.5. PASSWORDS:

- a) The IT department has a designed and implemented a password management system and ensures that the passwords are not compromised / shared which leads to information leakage.
- b) The IT personnel monitor the adherence to the password protocol constantly and take appropriate corrective / preventive actions on identification of any violations.
- c) The entire user accounts of the users who are have been relieved from the organization will be disabled but not deleted so as to retain information if required in future.
- d) All the users are created in a domain and have a liberty to access any computer in the domain while having restricted access and no access to the data of other users.


#### 4.6. COMPLIANCE TO POLICIES:

- a) Passwords are set in such a way that will expire at a particular time and new password will be set. This is done for security reasons and if incorrectly entered thrice, the account becomes inactive.
- b) The strength of the password is maintained to be minimum 8 characters and it must not contain the name of the user and must contain at least 1 number and 1 upper case letter or lower case so that the complexity of the password remains intact.

#### 5. RECORDS:

S.NO	RECORD NAME	RECORD NO	LOCATION	RETENTION PERIOD
1.	Preventive Maintenance Register	SMVMCH/HSM/AMCPC/01	IT	3 YEARS
2.	Backup Register	SMVMCH/HSM/PMC/02	IT	3 YEARS



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**6. REFERENCE:**

Guide book to NABH standards for hospitals fifth edition april 2020.



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### 1. PURPOSE:

The purpose of this procedure is to explain the software and hardware maintenance activities carried out at Sri Manakula Vinayagar Medical College and Hospital.

### 2. SCOPE:

The procedure is applicable for preventive / breakdown maintenance of hardware and rectification of software issues including change requests by the information technology department.

### 3. RESPONSIBILITY:

- 3.1. The IT manager is responsible for monitoring all the maintenance activities carried out.
- 3.2. The in-house software team is responsible for rectifying all the bugs identified in the software developed and also coordinating with the IT team / concerned department personnel in ensuring that all requests (for software up-gradation / changes / defect / bugs rectification) are processed.

### 4. PROCEDURE:

#### 4.1. SOFTWARE MAINTENANCE:

- a) IT manager maintains the licensed copy of the standard software's. This software is handled only by the IT staff. The date of expiry of the licenses is also updated in the software list so as to ensure that the licenses are renewed at the appropriate time.