Appendix 3 of NHS Lothian EHealth and IM&T Security Policy

Internet, Acceptable Use Policy.

1 Whilst it is in NHS Lothian's and its staff's interest to have open access to the Internet, that access can easily be abused. Access to the Internet has been made available to staff for the following but not necessarily exclusive business purposes:
a) Clinical Advice
b) Education and Training.
c) Guidance and Policy Information.
d) On line libraries and journals.
e) Travel booking for NHS Lothian business.

2 Staff are allowed to make enquiries using the internet for a limited amount of personal time and it is their manager's role to ensure that that access is not abused. That personal access should be, prior to starting work, during breaks or after work. Staff should however not access personal ISP mail accounts as by accessing these directly, significantly increases the risk of introducing malware into the NHS infrastructure.

3 NHS Lothian access to the Internet in via the NHS national network N3 and within that network priority is given to National Clinical applications including the transfer of digital images to and from the PACS applications. These applications have priority on that network. Other applications including the use of Webex , Blackboard and other training applications have a much lower priority and at times will run slowly. Staff using these applications are to understand that these priorities are not set through out UK and that there is a risk when using these applications that full functionality may not be available on all occasions depending upon clinical priorities.

4 Blocking of Internet sites

a) It is necessary for eHealth to block certain sites and groups of sites in order to prevent those activities which are banned within the NHS Lothian by other policies and procedures. These include pornographic, gambling including the National Lottery Games, offensive, violent, dating, hacking, racist and weapons related sites. We also have to consider that when certain types of sites are used the amount of information being transferred can have a significant impact on the bandwidth that we have available for business purposes and therefore block radio stations. Between 9a.m and

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5 p.m. on weekdays, access to sports and property sites is also blocked as there is no business reason for allowing such access.

b) Where sites are intentionally blocked by IT Security this is clearly indicated giving reason for blocking. These messages are in colour and provide a specific telephone number for the user to call. Other messages relating to Server or Network Administration that may occur due to a fault and should not be referred to the IT Security Team but to the eHealth Service Desk for allocation to the correct team

c) Should a member of staff consider that there is a business reason for a site in the categories above being placed on an "approved" list then the Clinical Director or Service manager of that member of staff should contact the NHS Lothian eHealth Security staff to have that site approved.

d) At any time that the available bandwidth is reduced to an unacceptable level for any reason then internet access may be further reduced on a temporary basis and without notice.

5   Monitoring

a) NHS Lothian accesses the internet through a number of proxy servers. These servers maintain a log of the transactions of all users going on to the internet, including sites visited. The logs will be made available to support any disciplinary action against a member of staff or other user of the NHS Lothian Infrastructure.

b) Staff are not to use external proxy sites in an attempt to bypass NHS Lothian filters. If staff are found to be doing so this may lead to to disciplinary action being taken against them, up to and including dismissal.

6   Bulletin Board Service, Blogs and Social Networking sites

a) Staff should, when using other external bulletin boards or Blog Sites, not place any material which may be deemed to be offensive especially where they are identifiable as a member of NHS Lothian staff.

b) NHS Lothian staff are to be aware that disciplinary and / or legal action could be taken against them where material placed on such site amounted to defamation of another individual, bringing NHS Lothian into disrepute or a breach of patient or staff confidentiality including from home PCs or private phones.

c) Human resources policy may apply e.g. Social Media Policy.