

Date: 4/20/01

Health Care Authority

Administrative Policy

No. 1-12

Chapter 1: Agency Administration

Contact:	Information Services Manager	Effective:	June 19, 2001
		Issued:	June 19, 2001
Reference:	Using Computers Policy 1-13	Supersedes:	New
	Requesting Synchronization of Personal Digital Assistants (Handheld Computing Devices) (Procedure 1-12-01)		
Forms Used:	N/A	Approved by:	<u>IDA ZODROW</u> Acting Administrator

Using Personal Digital Assistants (Handheld Computing Devices)

PURPOSE

This policy explains the guidelines for synchronizing Health Care Authority (HCA) data for use on personally owned, handheld computing devices.

DEFINITIONS

Personal Digital Assistant	A generic term that applies to all handheld computing devices (i.e., Palm, Visor, etc.) designed to allow users to synchronize data on the device with their Outlook calendar and/or contacts.
Employee	Any HCA employee, consultant, contractor, or temporary service employee working for the HCA.

POLICY

1. This policy applies to the use of all Personal Digital Assistants (PDA) that are synchronized with HCA data.
2. Users shall use the HCA-provided computer systems and software for official use only in compliance with Using Computers Policy 1-13.
3. Users shall ensure any sensitive/confidential data transferred from HCA computers will be safeguarded.
4. Employees desiring to synchronize with HCA data must contact Information Services (I.S.) to coordinate the purchase and use of the cradle or cable necessary to hotsynch the device. (See Requesting Synchronization of Handheld Computing Devices, Procedure 1-12-01)

No personally owned hardware or software may be installed on any HCA workstation.

5. The synchronization of HCA data to PDAs must be done while physically connected to a workstation at HCA, not via remote access.

This is to ensure that the synchronization connection is continuous and to assist in preventing data transfer problems.

6. I.S. will provide technical assistance in ensuring that the synchronization software and hardware are correctly installed and operational on HCA-owned computers.

After the initial software and hardware setup is complete and the first synchronization has been successfully accomplished, I.S. can provide some minor assistance with technical problems.

I.S. cannot provide assistance involving troubleshooting or analysis of any problems related to the operation of nonagency-owned computing equipment.

Although it may be possible to synchronize PDAs on two different computers (i.e., an HCA workstation and a home computer), I.S. does not recommend doing so due to the potential of data synchronization problems. I.S. **cannot** provide technical assistance for synchronization issues that occur due to hotsynching a PDA to any computer other than the user's HCA workstation.

APPROVED
Executive Ethics Board
Date: 4/20/01

Chapter 1: Agency Administration

Contact: Information Services Manager Effective: June 19, 2001
Issued: June 19, 2001

Reference: Using Computers Policy 1-13 Supersedes: New
Using Personal Digital Assistants
(Handheld Computing Devices)
(Policy 1-12)

Forms Used: N/A Approved by: IDA ZODROW
Acting Administrator

Requesting Synchronization for Handheld Computing Devices

DEFINITIONS

Personal Digital Assistant A generic term that applies to all handheld computing devices (i.e., Palm, Visor, etc.) designed to allow users to synchronize data on the device with their Outlook calendar and/or contacts.

Employee Any HCA employee, consultant, contractor, or temporary service employee working for the HCA.

PROCEDURE

Action By:	Action:
Employee	Contacts Information Services to request synchronization for Personal Digital Assistants (PDA).
Information Services	Prepares the Supply Service Request (SSR) to purchase the cradle or cable necessary to hotsynch the PDA. Obtains employee's program approval for purchase expenditure.
Program Director	Approves purchase expenditure.
Information Services	Orders necessary hardware through HCA Administrative Services. When hardware arrives, coordinates with employee to install the PDA synchronization software and the synchronization cradle/cable on the employee's workstation.
Employee	Before the synchronization software is installed, ensures that Outlook contacts and calendar are carefully reviewed and "cleaned up" to ensure that the data to be synchronized is as accurate as possible.
Information Services	Installs synchronization software.