



## Quality Process Instruction Manual

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### Business System Data Control Process Instruction

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#### 1.0 Purpose:

To describe the process for controlling all electronic business system data.

#### 2.0 Scope:

This process applies to:

- Ontario Health - Trillium Gift of Life Network (OH-TGLN)

#### 3.0 Responsibilities:

Director Information Systems is responsible for:

- governance over the network operation

Network Services Group is responsible for:

- computer system security
- computer system data storage, maintenance and back-up
- providing Intra uploads and maintenance
- providing domain user account creations, including e-mail accounts
- providing users access to already created security groups
- providing desktop and laptop setup
- providing overall support on all hardware and software

Applications Development Group is responsible for:

- administering the access accounts and passwords for the Organ and Transplant Allocation System application.

#### 4.0 Process:

4.1 The key computer systems which support the company include:

- Organ and Tissue Allocation System
- Controlled Documents Online Repository
- Donor Management System (DMS)
- Telephone System
- File and Print Services
- Financial Information
- Human Resources Management



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- E-mail
  - Business Intelligence Reporting System
  - Quality Management System and Other Processes
  - Learning Management System (LMS)
- 4.2 The computer systems have the following security control features are administered during the staff on-boarding process as per *Information Technology Onboarding and Offboarding, OPI-9-107*:
- 4.2.1 Ontario Health Infrastructure Group administers the handing out of computer user names and passwords (i.e. Operating Systems Active Directory), which must be used to access any digital information (e.g. common drives, Quality Management System, Financial Information System, Human Resources Management System, etc.).
  - 4.2.2 Ontario Health Infrastructure Group ensure that staff have appropriate file/folder, e-mail access, and network security to which users are entitled.
  - 4.2.3 Organ Allocation and Transplant System Product Team administers the access accounts and passwords for the Organ Allocation and Transplant System Application and DMS.
  - 4.2.4 Education Department administers access accounts and passwords for the LMS
- 4.3 Changes to computer systems security control features are performed by submitting the completed *TGLN System Access Request Form* (Exhibit 1) to ServiceDesk.
- 4.4 The computer system central servers have the following program and information back-up features:
- 4.4.1 Infrastructure and Operations is responsible for ensuring that the central computer systems and data are backed-up for on-premise applications. Vendors are responsible for ensuring the systems they support off-premise are adequately backed up as contractually required.
  - 4.4.2 The computer systems are backed-up to magnetic tape, as well as alternative systems using automated jobs.



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Email Server and Mailbox	Sunday	Entire Server	Infinite	Tape, Off-Site Storage Vendor
DMS	Daily	Production Database	14 days	Disk, DMS Vendor Centre
DMS	4 hours	Entire Server (Application and Production Database Servers)	4 days	Disk, DMS Vendor Centre
DMS	Daily	Reporting Database	14 days	Disk, DMS Vendor Centre
DMS	5 mins	Reporting Database Transaction Logs	14 days	Disk, DMS Vendor Centre
Quality Management System	Weekly	Application Databases	30 days	Disk, On-site

4.4.3 The computer system and data back-up process is outlined, as follows:

<u>Computer Systems</u>	<u>Back-up Frequency</u>	<u>Scope of Backed-Up</u>	<u>Back-up Retention Period</u>	<u>Storage Location</u>
Common drive (s)	Daily	Entire server	60 days	Disk, On-site
Common drive (s)	Sunday	Entire Server	Infinite	Tape, Off-Site Storage Vendor
Email Server and Mailbox	Daily	Incremental	15 Days	Disk, On-site
Email Server and Mailbox	Daily	Incremental	30 Days	Tape, Off-Site Storage Vendor



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4.4.4 Access to on-site back-ups are restricted to designated staff.

4.5. ServiceDesk provides the following support to employees:

- troubleshooting of site problems
- implementation and support for new software
- hardware configuration

#### 5.0 Records:

- No Records

#### 6.0 References:

- *Document and Data Control Procedure, QSP-5-1*
- *Information Technology Onboarding and Offboarding Procedure, OPI-9-107*
- *Standards for Tissue Banking, American Association of Tissue Banks, United States, 14th edition, 2017. K7.000, K7.100, K7.200, K7.300, K7.400.*



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#### *Exhibit 1 – Sample TGLN System Access Request Form*



## TGLN System Access Request Form

**Purpose:** To request new access, modify existing access or remove access to the following Trillium Gift of Life Network (TGLN) systems:

- [Trillium Organ and Tissue Allocation System \(TOTAL\)](#)
- [Secure File Transfer Protocol \(SFTP\)](#)
- [Automated email alerts](#)
- [iTransplant](#)

**Request and Approval Process:** Complete all sections and fields within this form, as applicable, with required approval and signoff by your Manager. Upon completion, submit this form to [ServiceDesk@GiftofLife.on.ca](mailto:ServiceDesk@GiftofLife.on.ca). When the request is processed, you will receive an email confirming your system access and related login credentials.

### Requesting User Information

**Name:** First Name Last Name  
**Title:** Click here to enter text  
**Organization:** Click here to enter text  
**Phone Number:** (555) 555-5555 ext. 2222  
**Email Address:** Click here to enter text  
**Date of Request:** Click here to enter text