

HARBOR-UCLA MEDICAL CENTER

SUBJECT: FUJI SYNAPSE ACCOUNT MANAGEMENT

POLICY NO. 625B

PURPOSE:

To document how Fuji Synapse accounts are managed and administered in compliance with Board of Supervisors' Security Policies and Standards.

POLICY:

Harbor's Information Technology (IT) department will administer Fuji Synapse accounts to ensure justification and access controls are appropriate based on the business needs identified by departments.

Board Policy 6.105 – Information Technology Audit and Risk Assessment Policy requires County departments to periodically conduct and document audits related to application accounts/access controls to identify control gaps.

PROCEDURE:

I. Onboard Procedure for Fuji Synapse Account

- A. Requestor submits a service request ticket for Synapse access through the Enterprise Help Desk (EHD).
- B. Requestor includes a "Request for IS Services" request form for Synapse access with the exception of the following roles which have been automatically authorized to have an account:

- Physicians – Attending and Residents
- Physician Assistants
- Nurse Practitioners
- Certified Nurse Anesthetists

The form is located on the Harbor Intranet (go to Departments, go to More, go to Information Systems), or access via link <http://myladhs.lacounty.gov/harbor/is/SitePages/Home.aspx>.

EFFECTIVE DATE: 6/19

SUPERSEDES:

REVISED:

REVIEWED: 6/19

REVIEWED COMMITTEE:

APPROVED BY:



 Kim McKenzie, RN, MSN, CPHQ
 Chief Executive Officer



 Anish Mahajan, MD
 Chief Medical Officer



 Nancy Blake, PhD, RN, NEA-BC, FAAN
 Chief Nursing Officer

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- C. A Harbor Picture Archiving and Communications System (PACS) Administrator is assigned the service request ticket by EHD. The administrator will create an account and notify the employee via email with instructions on how to access Synapse.

II. Account Deactivation and Role Changes**A. Immediate Deactivation**

1. Department Manager, or designee, contacts EHD and opens a service request ticket to have an employee's Synapse account immediately deactivated.
2. Department Manager will contact Harbor's IT at x68827 or x68828.

B. Routine Deactivation and Role Changes

1. Department Manager, or designee, will contact EHD and open a service request ticket to have an employee's Synapse account deactivated or role changed.
2. Department Manager includes the effective date of change in the request.
3. The Harbor PACS administrator is assigned the ticket and deactivates the account or modifies the employee's role, as indicated on the request.
4. The Harbor PACS administrators closes the EHD ticket when request is completed. The EHD system automatically notifies the requestor when the ticket is closed.

III. Offboarding Procedure for Fuji Synapse Accounts - Voluntary Termination

- A. Employees who go through Harbor's offboarding process will have their Synapse accounts deactivated by Harbor's IT Department following the standard offboarding procedures.

IV. Yearly Account Review and Validation

- A. An account audit will occur every January.
1. Harbor IT generates a list of Fuji Synapse user accounts and provides to department managers and/or designee.
 2. Department managers and/or designee:
 - a. Reviews the list and validates accounts to ensure user access is required based on business need.
 - b. Annotates the accounts to remain unchanged, have role changes, or be deactivated on the list.
 - c. Signs and dates attestation confirming the review.
 - d. Returns attestation and annotated account list to Information Technology Department.
 3. Harbor PACS administrator deactivates or updates user roles as indicated by the department manager/designee.

REFERENCES:

Policy 6.105 – Information Technology Audit and Risk Assessment Policy
Policy 625-Inactivation of user Code and Password for Outgoing Employees