	Information Security Policies and Procedures	No. COMP-Sec 3.1.3
	Title: TECHNICAL, MAINTENANCE AND HOUSEKEEPING PERSONNEL SUPERVISION PROCEDURE	Page: 1 of 3
		Revised Date: 12/22/04
		Original Date: 10/27/00

Technical, Maintenance and Housekeeping Personnel Supervision Procedure

I. SCOPE

This procedure applies to Tenet Healthcare Corporation, its consolidated subsidiaries and all hospitals and other healthcare operations owned or operated by Tenet’s consolidated subsidiaries (Tenet). This Procedure applies to all Tenet information assets and information asset Users.

II. PURPOSE

Outline Tenet’s approach to preventing and managing exposure of *CONFIDENTIAL* or *PROPRIETARY* information to personnel who do not possess a need to know, but who may encounter the information in the course of their employment.

Where network, system, application, or facility capabilities or processes dictate a divergence from these policies, the reasons for the exception will be documented and maintained by the controlling entity in its Information Security Control Exceptions Book.

III. PROCEDURE


The Tenet approach to preventing and managing the exposure of information contains four parts, including:

- a) Confidentiality Agreements;
- b) User access controls;
- c) Training in Security Awareness; and
- d) Supervision.

In cases where services such as Housekeeping, Maintenance, and Technical Support are provided on an outsourcing or contract basis, Tenet shall incorporate into those agreements provisions requiring the vendor to provide supervision and training at least equivalent to that received by Tenet employees. Tenet shall also make training classes and/or material available as appropriate.

A. Supervision of Housekeeping, Maintenance, and Technical Personnel

Adequate supervision shall be provided to housekeeping, maintenance, and technical personnel. Supervision occurs through communication regarding job assignments and

	Information Security Policies and Procedures	No. COMP-Sec 3.1.3
	Title: TECHNICAL, MAINTENANCE AND HOUSEKEEPING PERSONNEL SUPERVISION PROCEDURE	Page: 2 of 3
		Revised Date: 12/22/04
		Original Date: 10/27/00

content; periodic, random observation of activities; reporting of and response to incidents; and training of staff in Tenet standards of conduct and job expectations.

B. Training of Housekeeping and Maintenance Staff

Due to the sensitive nature of the equipment and data that housekeeping and maintenance personnel may be involved with, all employees, contractors or others performing these functions shall be properly trained concerning the computing and security environment. Topics include:

- a) Appropriate handling of *CONFIDENTIAL* and *PROPRIETARY* information, such as paper waste that may contain Protected Health Information;
- b) Use of liquids and cleaners around computing assets;
- c) Use of electro-magnetic devices around computing assets and media;
- d) Appropriate response if a communications line or power connection is disconnected;
- e) Appropriate response shall a button or switch be inadvertently activated; and
- f) Reporting of problems with the equipment.


C. Training of Technical Staff

Technical staff shall be trained on the following topics:

- a) Tenet Information Security Policies and Procedures;
- b) Sensitivity of protected health information (PHI);
- c) Need to know principles of information management; and
- d) Responsibilities related to protection of *CONFIDENTIAL* and *PROPRIETARY* information.

IV. RELATED DOCUMENTS AND REFERENCES

This document is directly related to the following documents:

	Information Security Policies and Procedures	No. COMP-Sec 3.1.3
	Title: TECHNICAL, MAINTENANCE AND HOUSEKEEPING PERSONNEL SUPERVISION PROCEDURE	Page: 3 of 3
		Revised Date: 12/22/04
		Original Date: 10/27/00

- Corporate Information Security Policy No. 1.0.0
- Information Classification Standard No. 2.1.0.
- Information Handling Procedure No. 2.1.1.
- User Security Policy No. 3.0.0.
- Information Access Controls Standard No. 3.1.0.
- Access Request and Modification Administrative Procedure No. 3.1.1.
- Information Security Awareness Training Standard No. 3.2.0.
- User Conduct Standard No. 3.3.0.
- Physical Safeguards for Information Assets Policy No. 5.0.0.
- Tenet Human Resources Policies and Procedures No. 216 “Pre-employment Background Screening.
- Tenet Privacy Policies and Procedures No. 1.2.2 “Minimum Necessary”.