

System performance reporting (SPR) user authorisation

Policy

QH-POL-433:2016

1. Statement

This document details the security policy for granting, managing and auditing user access to the Queensland Health (QH) System Performance Reporting website (SPR).

Access to SPR is to be:

1. granted to users needing QH business intelligence information, as part of their position and responsibilities within QH;
2. only granted to users to facilitate improved decision making in regards to the best use of QH resources without disadvantage to other QH entities;
3. managed by the System Performance Branch; and
4. audited on a quarterly basis by SPR Champions within Hospital and Health Services (HHSs) and the System Performance Branch in consultation with the Divisions of the Department of Health (DoH).

SPR access is requested by the completion of an access forms located on <http://spr.health.qld.gov.au>. Completed forms are to be submitted to SPR@health.qld.gov.au.

Purchasing model

HHS users: It is currently the responsibility of the HHS Chief Finance Officers (CFOs) to authorise access for HHS employees to the Purchasing Model through the distribution of the Purchasing Model HHS username and password.

DoH users: Healthcare Purchasing and System Performance Division (HPSP) Executive Director approval is required for Purchasing Model access. The request will need to be justified and a 30-minute tutorial completed prior to the release of the Purchasing Model username and password.

2. Purpose

Intention of this policy is to:

- set guidelines and provide a uniform approach for granting, managing and auditing user access to the QH business intelligence information within SPR; and
- reduce the risk of misuse of confidential information accessible within SPR.

3. Scope

This policy applies to all employees, contractors and consultants within the Department of Health divisions and commercialised business units; and all entities acting as its agent.

3.1 SPR access responsibilities

Responsibilities associated with SPR are as follows:

- Users – not to misuse the confidential information they can access in SPR, including not using SPR information to disadvantage another QH entity;
- SPR Champions – to effectively and efficiently oversee and audit access for SPR users within their area of responsibility to minimise the misuse of information within SPR and maximise the best practice use of information within SPR;
- HHSs – HHS CFOs (or Health Service Chief Executives (HSCEs)) to approve SPR access for their staff;
- DoH – Senior Director or above to approve SPR access for their staff;
- The Principal Project Officer, System Performance Branch, HPSP, DoH – to coordinate the quarterly statewide audit of all SPR users;
- The Director, System Performance Branch, HPSP, DoH – to oversee the quarterly statewide audit of all SPR users and review this policy every two years.

4. Principles

One of the key drivers behind the creation of SPR is to allow greater transparency of data, allow benchmarking of performance and identify best practice in order to improve performance. For the majority of dashboards, this means that users have statewide and all HHS access.

Therefore, users are only granted access to SPR where it is deemed necessary in the performance of their position duties and responsibilities.

'All HHS' access to the Purchasing Model is restricted to a limited number of DoH corporate divisional staff due to this model containing commercial-in-confidence information.

5. Requirements

5.1 SPR Champions

HSCEs or HHS CFOs are required to nominate at least one member of staff as a SPR Champion for their HHS.

The Principal Project Officer, System Performance Branch will be the SPR Champion for DoH and will liaise with representatives from the divisions and commercialised business units, as required.

SPR Champions are responsible for requesting user access removal should licence holders cease employment or transfer from the SPR Champion's area of responsibility.

A current list of SPR Champions or users within a SPR Champions area of responsibility can be requested by emailing SPR@health.qld.gov.au.

SPR Champions who are no longer able to perform the functions of the role are to advise SPR@health.qld.gov.au. The HHS CFO will be asked to nominate a replacement.

5.2 System Performance Branch

The System Performance Branch, HPSP, sends emails to all SPR users at least once a month. It is the responsibility of the Principal Project Officer, System Performance Branch, to check all “Out of Office” replies received to ensure those who are no longer with the organisation have their access removed.

In addition, the System Performance Branch will check the list of SPR users against a list of terminations on a regular basis and will remove the access of those no longer employed by Queensland Health.

5.3 Quarterly audit

A quarterly audit is to be undertaken of all SPR users to ensure the appropriateness and currency of individual users viewing SPR information. This audit is to be led by the Principal Project Officer, System Performance Branch, HPSP, and overseen by the Director, System Performance Branch, HPSP.

SPR Champions are to review users with access to their area of responsibility on a quarterly basis. This review ensures the appropriateness and currency of individual users viewing SPR information.

5.4 Audit Requirements

SPR Champions are to review their list of SPR users on a quarterly basis. This review ensures the appropriateness and currency of individual users utilising SPR. A report of current users will be sent to each SPR champion for review and sign-off at least once every three months.

The System Performance Branch will annually audit the list of SPR Champions through contacting the HHS CFO to confirm the appropriateness of the incumbent.

Staff no longer performing SPR Champion functions are to be removed, by the relevant staff emailing SPR@health.qld.gov.au.

5.5 SPR user archiving

The System Performance Branch will archive users who have not used / logged in to SPR for more than four months. Where users subsequently need their access reinstated, a new application / request form must be completed and submitted.

5.6 SPR user passwords

SPR users are reminded:

- to never share a computer account;
- to never share a password with anyone;
- to change passwords whenever there is suspicion they may have been compromised;
- to be careful to log off before leaving a computer unattended; and
- to create passwords that contain alpha-numeric characters.

SPR information is confidential and your access to SPR is not to be shared with anyone else.

5.7 Appropriate use of official information

Section 4.4 of the [Code of Conduct](#) for the Queensland Public Service states that users of information are to:

- treat official information with care and use it only for the purpose for which it was collected or authorised;
- store official information securely, and limit access to those persons requiring it for legitimate purposes; and
- not use confidential or privileged information to further personal interests.

Failure to comply with the [Code of Conduct](#) may result in disciplinary action.

6. Legislation or other authority

- [Information Privacy Act 2009](#)
- [Hospital and Health Boards Act 2011](#) (Part 7)
- [Information Security, Mandatory Training](#) (for Department of Health employees).

7. Supporting documents

- [SPR Champion information sheet](#).

8. Definitions

Term	Definition
CFO	Chief Finance Officer
DoH	Department of Health
HHS	Hospital and Health Service
HPSP	Healthcare Purchasing and System Performance
HSCE	Health Service Chief Executive
QH	Queensland Health
SPR	System Performance Reporting

9. Policy version control

Version	Issue date	Comments
Version 1.0	05 September 2016	