

## THE PRINCE PHILIP DENTAL HOSPITAL

### SERVICE MANUAL OF INFORMATION TECHNOLOGY OFFICE

Use of this Manual .....	2
<i>Update and amendment</i> .....	2
Organization Structure .....	2
Scope of Services .....	2
IT Support Centre .....	3
<i>Phone Support</i> .....	3
<i>Onsite Support</i> .....	3
<i>Service Pledge</i> .....	3
Account Management .....	4
<i>Titanium and Report Engine Accounts</i> .....	4
<i>Other Accounts</i> .....	5
System Maintenance .....	5
IT Equipment .....	5
<i>Temporary Borrowing of IT Equipment</i> .....	6
<i>Condemnation and Disposal of Aged or Broken IT Equipment</i> .....	6
Appendix I: Abbreviation Used.....	8
Appendix II: System Owner List.....	9
Appendix III: Scope of IT Equipment Provision .....	10

## Use of this Manual

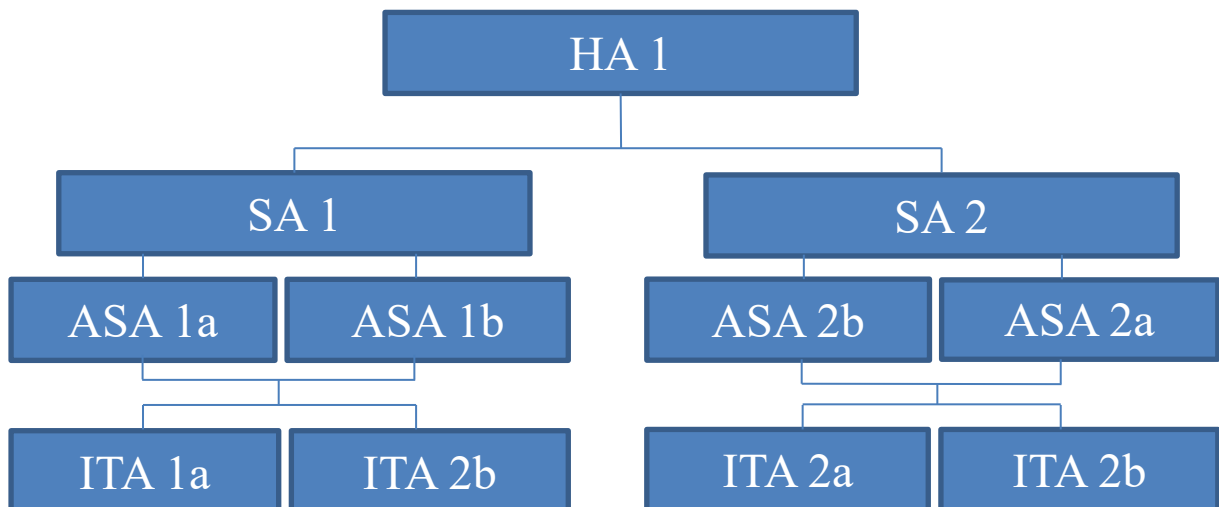
1. The first edition of this Service Manual (“this Manual”) becomes effective on 1 August 2019. This Manual sets out the operational matters of the IT services in the PPDH. ITO’s service recipients should also read the Regulations Governing Use of Computers and Portable Electronic Storage Devices for policy matters.
2. Unless otherwise specified, the abbreviations as defined under the Abbreviation List in Appendix 1 shall apply to this Manual.

## Update and amendment

3. This Manual and other forms of ITO are subject to review **every two years** or when necessary. Users should always refer to the version as shared by ITO on the website of [IT Support Centre](#).

## Organization Structure

4. The SAs of ITO are serving the role of de facto IT Manager of PPDH, they would be supported by ASAs and ITAs. Meanwhile, the HA1, among others, oversees the overall operation of ITO, supervise the formulation of IT policies and coordinate the IT projects of PPDH.



## Scope of Services

5. ITO would provide technical assistance to the staff and students of PPDH as well as the system and equipment that owned by PPDH but used by the staff and students of the Faculty of Dentistry of the HKU. The core services includes but not limited to the following areas:
  - Deal with problems in using the ITO computing services;
  - Install, maintain, troubleshoot and upgrade computing hardware provided by ITO;
  - Provide briefing to relevant users on the use of PPDH IT equipment and IT systems owned by ITO, if necessary;



- Be the system owner of the Dental Health Information System and provide relevant training to end-users on a regular basis;
  - Explore and develop the new computing system to mitigate the manual handling.
6. However, ITO will not provide services on the following areas:
- The IT equipment and system of other organizations, e.g. HKU;
  - The computing hardware and system maintained by the outsourced companies or contractors.
7. Despite the above, ITO may still be able to provide limited urgent technical support to other IT equipment items and system that are used for patient services or teaching of Hospital courses or any other subvented courses, if deemed appropriate.

## IT Support Centre

8. All users are invited to tender their service requests through the [IT Support Centre](#) of PPDH. A unique serial number would then be assigned to the initiator for tracking the status and a confirmation message would be delivered by email, if a valid email address is provided. Users would be asked to select the appropriate topic among “Hardware”, “Software”, “Titanium” and “Technical Support” before providing the details of the problems encountered.

## Phone Support

9. Users could also get immediate support via phone by calling the Service Hotline 2859-0452 during normal operating hours, including the extended clinic session on Saturdays.

## Onsite Support

10. ITO would provide onsite technical support when necessary. To schedule an appointment, please contact ITO either through the [IT Support Centre](#) or the Service Hotline 2859-0452. Walk-in service support is also available during office hours from 08:30 to 17:30 on Wednesdays and Fridays at Room 7B33B, 7/F of PPDH Building. Service hours will be extended to 18:30 on Mondays, Tuesdays and Thursdays to facilitate the 3<sup>rd</sup> clinic session.

## Service Pledge

11. The main responsibility of the ITO is to safeguard the computer systems and its functionalities through the implementation of continuous system enhancement and maintenance. It is also our aim that these systems and equipment are functioning properly and enabling the users to have access to timely information and reduce redundant workload. Under normal situation, ITO would complete the service request **within four working days** upon receipt of the service call / service ticket through the [IT Support Centre](#), which would only be relaxed if the request is considered to be complicated or time consuming after the assessment by an ASA or above. Any such prolonged cases would be reported at the monthly meeting of the internal ITO Task Force.

## Account Management

### Titanium and Report Engine Accounts

12. Users should complete the relevant form as set out below, follow the instructions stated therein and return the duly completed Form to ITO for handling:

User Type	Form
PPDH Staff and Students	<a href="#"><i>PPDH 1018 Requisition Form for Creation or Deletion of DHIS User Accounts</i></a>
Faculty Staff and Students	<a href="#"><i>PPDH 1020 Application for Access to Dental Health Information System and Related Systems at Patient Records of The Prince Philip Dental Hospital</i></a>

13. The completed forms would be considered and approved by a SA or above.

14. Upon creation of an account, the user would then be asked to sign the “[\*PPDH 1024 Statement of Undertaking and Acknowledgement in Respect of Dental Health Information System\*](#)”, whilst the user name and the password would be given to the user in a white envelope accordingly. Nonetheless, the concerned Titanium account will not be activated if the signed PPDH1024 have not been received and sealed by the SA or his/her delegate. IT Office shall undergo account verification on a quarterly basis for upholding the appropriate practice, all the dormant, unused, former staff and students account would be ceased.

15. The obsolete Titanium accounts would be disabled **within two working days** upon receipt of the notifications from the relevant parties as follows:

User Type	Arrangements
PPDH Students	Notifications from Para-Dental Training Centre or Course Tutor/ Instructor
PPDH Staff	Notifications from GO via PPDH 187A Exit Checklist
Undergraduate Students	At the end of the academic year, ITO will issue a list of outstanding entries sorted by individual final year students to the Faculty Office for dispatch to the students. Final year students are also advised to approach ITO after completion of all outstanding entries. After being approached by a student, ITO shall then check if all outstanding entries have been cleared by the student concerned. If affirmative, a written certification will be given to the student.
Faculty’s Full-time & Fractional Staff	Faculty Office or Division/ Discipline concerned
Faculty Part-time Clinical Staff, Other Staff and Other Students	At the end of each academic year, ITO will generate a list of user accounts and invite the respective division/ discipline to advise on the deletion of user accounts.

## Other Accounts

16. For the management and application for PPDH Windows or email accounts, PPDH employees should refer to the relevant clauses in the “Regulations Governing Use of Computers and Portable Electronic Storage Devices”.

17. As for application for accounts for other systems, users should approach the relevant System Owners as set out in Appendix 2, as appropriate.

18. System Owners are encouraged (a) to remove any departed staff members’ user accounts and their access rights within two working days from the last duty day of the staff members concerned and (b) to review the list of user accounts on a quarterly basis so as to remove any dormant and unused user accounts. ITO shall provide necessary advice and technical support to System Owners during the processes.

## System Maintenance

19. Notwithstanding ITO are not the owner of all computing devices in PPDH, both SA1 and 2 would act as the Subject Officer for the most of them and would provide initial technical assessment when problems occurred, excluding the SUNSystems after having considered its unique nature. However, it is the responsibility for the vendor of respective systems to take over the ultimate technical support and ITO would simply provide a preliminary assistance. The details of the System Owner List is enclosed in Appendix II.

## IT Equipment

20. ITO shall only provide computers or computer hardware peripherals (e.g. printers and monitors) for the use of Hospital employees or to be put into use in clinics, Hospital offices or Hospital managed rooms.

21. Under normal circumstance, ITO will implement the rolling replacement plan as follows:

Items	Expected lifespan
Servers	5 years
Storage	
Personal Computers (including mouse and keyboard)	
Monitor	
Printers	
Notebook	

22. For procurement of computers or other IT equipment (e.g. printers and monitors) not covered under or not following the rolling replacement plan (e.g. due to breakdown), the related requisition request, same as requisition requests for any store items, will be submitted by the relevant sections/ units/ clinics/ offices for the consideration of the SHA1 or above (or the Comptroller if the request is made by SHA1). Should existing stock is available in the ITO, ITO shall assign those existing IT equipment items to the requesting section/ unit/ clinic/ office. Otherwise, the ITO shall provide specifications to the PMMO for lodging of quotation/ tender with reference to the Scale of IT

Equipment Provision as reviewed by the ITO as when necessary and approved by HA1. If end-users specifically request items with specifications deviated from *Appendix III - Scale of IT Equipment Provision*, written approval from SHA1 should be obtained. Details may be referred to Appendix III.

23. Under normal circumstance, specifications for IT equipment and services should be drafted by an officer at a rank not lower than ASA (or by an end-user) and be reviewed by the another officer at a rank not lower than SA to maintain check and balance as far as possible.

24. ITO would keep procurement records of “*PPDH 14A Stores Requisition Voucher*” and “*PPDH 21 Stores Return Note*” regarding the IT equipment and computing devices that signed by the SA for retention purpose. Due to facilitate the operations between different sections, users are advised to contact the PMMO for the copies of *Quotation Register* when retrieving the previous purchasing records.

### Temporary Borrowing of IT Equipment

25. If Hospital employees would need to temporarily borrow any IT equipment items from ITO to be used inside the Hospital building, approval from a SA or above is required. In the event that user wishes to bring any Hospital’s equipment items outside the Hospital’s premises, written approval from HA1 or above should be obtained. In either case, users may be responsible for the replacement cost of the borrowed item should it be stolen or damaged, *as applicable*. Should portable electronic storage device be involved, users should also refer to Part X on “Portable Electronic Storage Devices” of [E6 of Human Resources Manual](#).

### Condemnation and Disposal of Aged or Broken IT Equipment

26. Upon the receipt of service request for repairing of any Hospital’s IT equipment, ITO shall

- check whether the concerned equipment have outlived its anticipated life span as specified in Section 21 above;
- try to repair or arrange the concerned vendor to repair these items, and if necessary certify “beyond economical repair” to facilitate the section/ unit/ clinic/ office concerned to arrange condemnation with the PMMO;
- The concerned item which have become obsolete technology-wise and can neither be upgraded nor get the support from the vendor and their use may result in security threat / unauthorized access to sensitive data;
- For IT equipment containing storage media (e.g. PC and sever), the storage media shall be removed by ITO and stored into the Main Sever Room of ITO.

27. ITO shall ensure the information regarding the origin / user of the IT equipment that to be discarded are properly recorded before handing over to the vendor for degaussing exercises. The vendor shall subsequently provide a certificate detailing the serial number, type, and model number of these devices after destruction to the Supplies Office.

28. ITO shall arrange degaussing of these storage media at least once a year and shall not store more than 350 storage media. The degaussing services should include at least the following specifications:

- (a) The service provider should provide necessary equipment and tools to undertake degaussing inside the Hospital building.
- (b) After degaussing, all items as regulated under the [Product Eco-responsibility Ordinance \(Cap. 603\)](#) should be removed from the Hospital and treated, reprocessed and/or recycled thereafter in accordance with the relevant legislation.
- (c) The service provider should hold a waste disposal license under the [Waste Disposal Ordinance \(Cap. 354\)](#).
- (d) The service provider shall provide a certificate confirming the destruction of the storage media, and that no data could be recoverable.



## Appendix I: Abbreviation Used

29. In this Service Manual:

- AO means Account Office;
- ASA means Assistant System Administrator;
- CSSU means Central Sterile Supplies Unit;
- DT means Dental Technology;
- FMO means Facility Management Office;
- GO means General Office;
- HA means Hospital Administrator;
- HKU means The University of Hong Kong;
- ITA means Information Technology Assistant;
- ITO means Information Technology Office;
- PDTC means Paradental Training Centre;
- PMMO means Procurement and Materials Management Office;
- PPDH or Hospital means The Prince Philip Dental Hospital;
- RRO means Reception and Records Office;
- SA means System Administrator;
- SCD means Special Care Dentistry;
- SCDSA means Senior Certified Dental Surgery Assistant;
- SDO means Senior Dental Officer;
- SHA means Senior Hospital Administrator;

## Appendix II: System Owner List

System	Initial Technical Assessment	Technical Support Provider whom the System Owner should approach <sup>1</sup>	System Owner	Subject Officer in ITO
Titanium	IT	Vendor	IT	SA1
Report Engine	IT	Vendor	IT	SA1
XRWAS	IT	Vendor	IT	SA2
PACS	IT	Vendor	IT	SA2
Exchange (Email)	IT	Vendor	IT	SA2
Conference Room Booking	IT	Vendor	GO	SA1
Software licenses	IT	Vendor	IT	SA2
Server room hardware maintenance	IT	Vendor	IT	SA2
Digitization of X-ray film (PPS scanner)	IT	Vendor	IT	SA2
CDC Booking System	IT	Vendor	IT	SA1
DTUS	IT	Vendor	DT	SA2
PRTS	IT	Vendor	RRO	SA2
Queuing System	IT	Vendor	RRO	SA1
SUNSystem	IT	Vendor	AO	SA1
Billing & Cashier System	IT	Vendor	AO	SA1
Procurement and Inventory System	IT	Vendor	PMMO	SA2
Linen RFID	IT	Vendor	PMMO	SA2
FMS	IT	Vendor	FMO	SA2
CSSU Instrument Management System	IT	Vendor	CSSU	SA1
HRIS & e-leave	IT	Vendor	GO	SA1
iPortal	Vendor	Vendor	PDTC	<i>Not applicable</i>
Secure File Transfer	IT	Vendor	SCD	SA2
PPDH website revamp	IT	Vendor	IT	SA1
Online Booking System	IT	Vendor	RRO	SA1
Document Management System	IT	Vendor	IT	SA1
YARooms	IT	Vendor	GO	SA2

<sup>1</sup> After initial technical assessment conducted by IT Office, system owner will be asked to escalate to the vendor, if necessary.

## Appendix III: Scope of IT Equipment Provision

### 1) PC not sharing with the others

Staff Grade	CPU	Harddisk	Monitor & size	USB Ports	Mouse	Keyboard	Printer	MS Office	Acrobat create PDF	Visio
Ci/c or below	compatible to Intel i3 or i5	128Gb	At least 1 19” monitor	2	Wired	Wired	1 shared monochrome	Subject to operational needs		
AHA or above							At least 1 monochrome			
SDO								Yes	No	
Teaching staff										
SCDSA or above										
NICO										

### 2) PC sharing with the others

Staff Grade	CPU	Harddisk	Monitor & size	USB Ports	Mouse	Keyboard	Printer	MS Office	Acrobat create PDF & Visio	MS Outlook	
Bay-side station	compatible to Intel i3 or i5	128Gb	At least 1 19” monitor	2	1	1	3 shared monochrome	No	No		
Surgery room							1 shared monochrome	Subject to operational needs			
Receptionist								Yes			
CSSU											
Open area in clinics							No				No
DTU											
ORU											