



POLICY: Local agencies shall follow established policy for using laptops and air cards which are the property of the State WIC agency.

PURPOSE: To ensure that the satellite laptop and air cards function properly, are only used to provide WIC services, and that client confidentiality is maintained.

OREGON WIC PPM REFERENCES: ♦400—Local Program Overview: Responsibilities and Communications
♦420—Approval Process for Local Program Policies and Procedures
♦450—Confidentiality

TWIST TRAINING MANUAL REFERENCES: Chapter 6, Section 3—System Administration Satellite Clinics

APPENDICES: Appendix A 902.3 Sample Oregon WIC Laptop and Air Card Usage Agreement

DEFINITIONS:

Citrix	Application used to deliver secure access to FamilyNet from multiple locations.
Home visit	A visit to the home of a WIC participant or potential participant for the purpose of conducting WIC business.
Liability Form	When the local agency no longer needs the laptop for WIC, the local agency must either surplus the laptop through the state or sign a liability form transferring ownership and responsibility to the local agency. This will mean the laptop is no longer supported by the state. The state does not require an inventory of these laptops.
Laptop	State provided, owned and maintained laptops for use at satellite clinics and home visits to connect to TWIST through an Internet connection and the FamilyNet Web Access icon.
McAfee	Antivirus software used on the laptop.
Pre-loaded software	Windows 7, Citrix, TWIST, and McAfee antivirus software
Re-imaging	Process used to delete all data & software from the laptop in order to restore the laptop to its initial configuration.

Satellite Laptops and Air Cards, cont.

Satellite clinic	A clinic that is not a permanent site and does not use the local agency's regular computer network. This may necessitate the use of laptops and air cards in order to access and enter data into TWIST.
<i>TWIST</i>	The WIC Information System Tracker. The data system for the Oregon WIC Program.

BACKGROUND: Laptops and air cards provided to local agencies are the property of the State of Oregon WIC Program. The State owned laptops and air cards are to be used only at WIC satellite clinics or while providing WIC services from home or on a home visit. The WIC laptops come pre-loaded with State WIC supported software.

PROCEDURE:

Participant confidentiality

- 1.0 The local agency must make every effort to maintain the confidentiality of participants when using the State provided laptops and air cards.
 - 1.1 Local agency staff should take adequate measures to protect the laptop and the air card from theft.
 - 1.2 Participant data may not be saved to the hard drive of the laptop.
 - 1.3 The laptop and air card should not be left unattended when in use.
 - 1.4 Files will not be left open on a computer screen in view of unauthorized persons.
 - 1.5 Documents containing confidential, identifiable participant information will not be sent by e-mail.

Permitted use

- 2.0 The laptop and air card shall not be used for any purpose other than to conduct WIC business.

Usage of the laptop and air card when working from home or conducting home visits

- 3.0 Staff who use the state WIC provided laptops and air cards while working from home or for conducting home visits must complete a WIC Laptop and Air Card Usage Agreement annually.
 - 3.1 It is recommended that the employee's signature on the agreement be obtained in the presence of a supervisor and before approving them to take a State provided laptop or air card home.
 - 3.2 Local agencies may develop their own agreement following the approval process in ♦420—Approval Process for Local Program Policy and Procedures. At a minimum the agreement must include all elements outlined in the state provided agreement. See Appendix A for details.

State Provided Technical Support

- 4.0 Although local agencies do not have to ask permission to add software to the state WIC owned laptops, the state WIC program will only provide technical support for the software that came pre-loaded on the laptop. Adding additional software to the laptops increases the risk the Citrix and TWIST connection will not work or will not work well.

Satellite Laptops and Air Cards, cont.

- (State Provided
Technical
Support)*
- 4.1 If needed, any re-imaging of the laptop by the State will only replace the initial software, not the additional software installed by the local agency.
- Equipment
Inventory*
- 5.0 Every two years in December an inventory is required for all State provided and supported laptops and air cards. Local agencies will be emailed an inventory for their agency and each agency must report the condition and verify the inventory data.
- Disposal or
Surplus of State
Supported
Equipment*
- 6.0 Disposal or surplus of any State supported laptop or air card must be processed by the State. Local Agencies may keep these laptops; however, a liability form transferring responsibility to the local agency must be signed and sent to the State. The State will alert the local agency when a laptop or air card is no longer supported and they will not be included in the inventory. ★

**If you need this in large print or an alternate format,
please call 971-673-0040.
WIC is an equal opportunity program and employer.**

**Oregon WIC
WIC LAPTOP AND AIR CARD USAGE AGREEMENT**

I agree to the following requirements for using a WIC laptop and air card:

- The laptop and air card will not be used for any purpose other than to conduct WIC business.
- All reasonable efforts will be made to protect the laptop and air card from theft.
- Additional software will not be added to the WIC laptop without prior approval from the WIC coordinator.
- Participant data will not be saved to the laptop's hard drive.
- The Laptop and air card will not be left unattended when in use.
- Files will not be left open on a computer screen in view of unauthorized persons.
- Documents containing confidential, identifiable participant information will not be sent by e-mail.
- The laptop will be immediately returned to the WIC clinic upon request by my supervisor(s).
- I have read and signed the Oregon WIC Breastfeeding Peer Counselor Confidentiality Statement (if applicable).

Name (*please print*)

Signature

Date

WIC Coordinator

Date