



Central Computer Room (CCR) Management Guideline

1. Guiding Principles

This guideline has been developed to ensure that computer rooms in WA Country Health Services (WACHS) hospitals and facilities are managed in accordance with appropriate physical security and in alignment with the system-wide Information Security Policy.

2. Guideline

These guidelines are designed to ensure WACHS Information Communications Technology (ICT) have formally adopted procedures and guidance applicable to managing the physical security for the computer rooms that house our servers and related ICT and facilities equipment.

Where it is not possible to meet the requirements detailed in this document a formal risk assessment must be undertaken by relevant stakeholders and recorded in the Enterprise Risk Management System (ERMS). Identified controls must be implemented in a timely manner to try and further mitigate identified risks.

Physical/Environmental considerations

- Physical and environmental security of ICT infrastructure and network components housed in WACHS facilities and buildings is necessary to prevent unauthorised physical access, damage and potential interference to health information and business.
- Computer rooms must be kept clean and tidy and no non-essential equipment or furnishings is to be stored within them.
- Where possible cable management must be used and cabling kept tidy and organised. Recognising that some rooms have limitations with the capabilities of the infrastructure within the CCR.
- Other than dedicated rack power rails, adhoc power boards are not to be used for connectivity of equipment housed in computer rooms.
- Physical entry controls are required to secure computer rooms which must only allow authorised personnel access. For example, swipe card reader or secure key locks. Swipe cards are the preferred mechanism where available. Swipe card readers for computer rooms should be included in the specifications for new and renovated facilities.
- A CCR's environmental systems (e.g. fire) should meet the WA Country Health ICT Facility Classification Specification.
- Fire suppression systems should be maintained by the regions facility department as part of the sites over all building management and fire control system. Records of regular checks should be maintained by the facility department and provided to regional ICT upon request.

- Having cameras installed assists ICT with securing the rooms but are optional.
- Where possible, facility equipment installed in CCRs must be rack mountable and not fitted to walls. Wall / floor fitted equipment generate Occupational Safety and Health risks and are a potential fire hazard.

3. Definitions

Central Computer Room	CCR
Enterprise Risk Management System	ERMS
Integrated District Health Service	IDHS
Regional Information Management & Technology	IM&T
Regional Resource Centre	RRC
WA Country Health Services	WACHS
WACHS Information Communications Technology	ICT

4. Roles and Responsibilities

This procedure is to be adhered to by all WACHS IM&T and Facilities departments.

All Staff are required to work within policies and guidelines to make sure that WACHS is a safe and equitable place to work.

5. Compliance

This policy is mandatory. Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

Where it is not possible to meet the requirements listed in this document a formal risk assessment must be undertaken by relevant stakeholders and recorded in the Enterprise Risk Management System (ERMS). Identified controls must be implemented in a timely manner to try and further mitigate identified risks.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Records Management

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System.

[Records Management Policy](#)

7. Evaluation

Regional Information Management & Technology (IM&T) Staff are required to complete a visual inspection of the Regional Resource Centre (RRC) and Integrated District Health Service (IDHS) CCRs and to review the room access reports on a monthly basis. The completing staff member must use the local ICT Operational Checklist to verify that these tasks have been completed.

The Regional ICT Manager must provide assurance that these tasks have been completed by inclusion and sign off as completed as part of the monthly security reports.

Where a swipe card system exists facilities must provide the regional ICT Manager with a monthly report detailing who has access to central computer rooms (CCRs) and who has entered within the reporting month.

The Regional ICT Manager must review the access list and the record of access to the CCR. Results should be filed in records manager as evidence of these reviews.

8. Standards

[National Safety and Quality Health Service Standards](#) - 1.25 and 6.1

9. Legislation

[Health Services Act 2016](#) (WA)
[Privacy Act 1988](#) (Cwlth)

10. References

WACHS ICT Facilities Classification Specification version 0.5

11. Related WA Health System Policies

[Information Security Policy MP0067/17](#)

12. Policy Framework

[Information and Communication Technology Integrity](#)

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