

## User agreement for access to Health controlroom solution

### GOAL

The goal with this procedure is to set minimum requirements for service personnel accessing or working in proximity to equipment in the Health controlroom solution (CR solution).

CR solution is defined as all hardware and software as a part of the Integrated Command and Control Solution (ICCS) delivered by Frequentis, used by health services in Norway.

### REQUIREMENTS

All users with access to CR solution shall know and adhere to the following requirements. If you need an exception to these requirements, the exception must be approved in writing by HDO in advance.

1. It is not allowed to connect personal equipment directly to CR solution. This includes computers, USB devices etc  
No wireless equipment is allowed in the CR solution.
2. When working the CR solution, all access must go through the terminal server, or using local clients/consoles.
3. CR solution user (username and password) is personal and shall never be shared.
4. All work in CR solution must be related to an assignment or an incident reported by HDO.  
No changes to configuration, hardware etc should be done without HDO's knowledge.
5. When physically located in proximity of CR solution equipment:
  - a. Do not bring food or beverages near the equipment
  - b. Be aware and alert HDO if you see anything suspicious
  - c. When located in access-restricted areas, do not let unauthorized personnel inside

### MONITORING OF ACTIVITIES

HDO monitors and logs activities in CR solution and surrounding infrastructure to reveal fraudulent use or misconduct on this agreement or service agreement.