

Date: October 11, 2024
To: All AHS Physicians
From: Richard Henderson – Chief Information Security Officer
RE: Personal Device Downloads

Last week, a change was made in the AHS IT environment regarding how non-AHS devices interact with our systems. Hospital environments globally are facing unprecedented cyberattacks, and AHS must strengthen security controls, particularly in protecting and managing the information we are accountable to protect.

I understand the disruption this has caused in the daily work of clinicians, especially regarding email usage, and acknowledge that earlier communications missed some key details. Cybersecurity is not an exact science; it's a delicate balance of legal obligations, staff needs, and improving security. We stumbled by not having an easier process for granting exemptions, and for that, I am very sorry.

Reverting this change is not possible, as it would compromise our commitment to protect Albertans' health information. However, we are streamlining the exemption request process to reduce the administrative burden on you. Specifically for physicians, a quicker way of submitting an exemption request has been developed which will reduce the time needed to submit by 2/3. These improvements are now live and available. I have created a step-by-step PDF walkthrough which is attached to this note as a guide to make the request.

As AHS's Chief Information Security Officer, I am committed to supporting all staff and physicians and am listening to your feedback. I know we all share a collective commitment to protecting those we serve, and I apologize again for the impact this has had on many of you.

Regards,



Richard Henderson CIPP/C CRISC CCISO
Chief Information Security Officer, AHS