**How to Request Review of Computer’s History**

|  |  |  |  |
| --- | --- | --- | --- |
| **PURPOSE:** Steps to request usage history of a specific computer (CWS) for managerial review | | | |
| **Date of Creation/initials:** | 8/13/2012/ kr | **Date of latest revision**: |  |

There are times when a manager may request the history of a computer be pulled for review. This may be prompted if there is a question regarding what an employee was viewing on a computer.

* Permission to investigate a computer’s history must be requested from HR directly by the manager. Contact Nanette Vaughn through email or at 343-4851
* A Help Desk ticket will need to be placed by the Manager (after permission from HR obtained) to the CWS Team for clinical workstations asking for an internet usage check
* Include Name of the individual in HR that approved the review of the workstation
* Terminal ID
* Physical location of the machine
* CWS Team will obtain the computer logs and will send the data to the Information Systems Security Group for analysis and follow up.