GLOSSARY

Term	Definition
Access Coordinator	DMH Workforce Member assigned to be responsible for managing staff access to and act as the lead contact/liaison to the system owner for a DMH Application. The Application Owner and Access Coordinator may be the same individual.
Agency	One of the constituent offices, departments, hospitals, and Soldiers' Homes defined as being within EOHHS pursuant to MGL c. 6A §16.
Application (See also DMH Application)	A computer program designed to help people perform a certain type of work. Depending on the work for which it was designed, an application can manipulate text, numbers, graphics, or a combination of these elements. Applications may be statewide, such as Office 365 with Word and Outlook or may be agency specific such as MHIS for DMH. Access to Applications must be granted by the system/application owner (e.g., MMARS, EIM) or, for DMH Applications, the Access Coordinator (e.g., RL6, Tableau).
Application Owner	The Workforce Member who is responsible for the creation of an EPHI System/Database, or who has been designated as the Application Owner by appropriate DMH management. This individual determines who gets access, what information is created, transmitted or maintained, how it is used and, if applicable, the EPHI System/Database's budget. Technical management of an EPHI System/Database may be vested with another person or other state entity.
Area	The geographic subdivision within the state that is responsible for providing access to comprehensive mental health services for individuals within its boundaries.
Assistant Chief Information Officer (ACIO)	The EHS employee who has been designated by the EHS Chief Information Office to oversee DMH information technology.

Term	Definition
Business Associate	A person or entity, other than a DMH Workforce Member, who, on behalf of DMH, performs or assists in the performance of: (1) a function or activity involving the use or disclosure of Protected Health Information, including claims processing or administration, data analysis, utilization review, quality assurance, billing, benefits management, practice management and re-pricing; or (2) any other function or activity regulated by HIPAA; or (3) provides legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation or financial services, where the provision of service involves the disclosure of Protected Health Information.
Business Continuity and Disaster Recovery Plan	A DMH-wide plan for managing the continuity of DMH business when addressing emergencies or disasters that impact business operations and electronic Information Resources.
Central Office	The DMH Central Office providing statewide services. (See Central Office | Mass.gov.)
Common Folders	A folder on the Network, which may be accessed by multiple users. Access may be restricted to a particular group of users (e.g., all nurses at a facility).
Commonwealth	Commonwealth of Massachusetts, including its constituent entities, such as EOTSS, EHS, and DMH.
Confidential Information	Information about a person or entity which one would reasonably expect to be kept private, including information the disclosure of which could reasonably be expected to be damaging to financial standing, employability, or reputation. This includes information that can be linked, directly or indirectly, to individual people (e.g., social security number, and employment history) as well as sensitive non-personally identifiable information (e.g., detailed information about DMH buildings, detailed information about future contracts and/or grants).
Continuity of Operations Plan (COOP)	A plan developed to help to ensure, to the best extent possible, the safety of DMH clients and staff and the continued operation of DMH in a prudent and efficient manner in the event of an impending or existing threat or emergency.
Covered Entity	A health plan that provides or pays the cost of medical care, a health care clearinghouse, or a health care provider. DMH, as a health care provider, is a Covered Entity.

Term	Definition
Criticality Level	The designation given to an EPHI System/Database or other IT System or Database that supports an essential service or function of DMH by the Application Owner in conjunction with the DMH ISO. It drives the prioritization of IT resources should an emergency or disaster occur and helps determine the order in which IT Systems or Databases are recovered.
Data	Technically, raw facts and figures, such as orders and payments, which are processed into information, such as balance due and quantity on hand. However, in common usage, the terms data and information are used synonymously.
Device(s)	A subset of Information Resources which includes, without limitation: computers (including laptops), peripherals such as printers and monitors, desk phones, headsets, smartphones, cell phones, Digital Media, cameras, and other equipment capable of utilizing, accessing, or storing Commonwealth Data or Information Resources. Any part of a computer system that can send or receive data.
Digital Media	Thumb or flash drives, Zip drives, and other external media used to store and/ or transport digitized information. Also referred to as portable media.
Director of Emergency Management	The person designated by the Commissioner of DMH to oversee developing and maintaining effective emergency response plans to hazards, disasters or threats.
DMH	The Commonwealth of Massachusetts Department of Mental Health.
DMH Application	An application that is accessible to DMH Users and access to which can be granted by DMH. Access to these applications must be granted by the Access Coordinator (e.g., RL6, Tableau).
DMH Information Security Officer (DMH ISO)	The person designated by the Commissioner of DMH to administer DMH's information security program. The ISO is DMH's internal and external point of contact for all information security matters.
DMH Internal Controls Officer	The person designated by the Commissioner of DMH to ensure DMH's compliance with the Commonwealth of Massachusetts Comptroller's internal control regulations and policies.
DMH Learning and Development Office	The DMH office that serves the learning needs of the DMH and provider workforce by presenting and facilitating learning opportunities that strengthen principles of recovery and resiliency through partnership.
DMH Manager	DMH employees who are at a Directors level and above.

Term	Definition
DMH Privacy Officer	The DMH administrator responsible for the development, implementation, maintenance and adherence of department-wide policies and procedures related to safeguarding Protected Health Information.
DMH Standard Issue Software Suite	Software that is loaded by EOTSS and/or EHS IT onto DMH Workstations, such as Microsoft Office 365 applications, or approved DMH Applications, such as MHIS, RL6, etc.
DMH Supervisor	For a DMH employee, the DMH Supervisor includes DMH Managers and is the DMH employed Workforce Member to whom the employee reports and who completes the employee's performance reviews, such as EPRS or MassPerform. For a non-employee, it is the DMH employed Workforce Member assigned by DMH to coordinate DMH work activities with the non-employee (e.g., for trainees, the DMH training supervisor; for volunteers, the DMH employee the volunteer is assigned to assist; for individuals who serve DMH under a contract, the designated DMH contract officer, or designee).
EHS Information Technology (EHS IT)	The unit in EHS that deals with all things computer related. EHS IT includes IT Operations and Application and Development and is under the control of the EHS Chief Information Officer.
EHS Security Office	The Commonwealth of Massachusetts Executive Office of Health and Human Services Information Security Office.
EHS Support Services (also known as the Help Desk)	The group within IT Operations that provides support directly to DMH Users available at (617) 994-5050 or at the email addresses available at https://www.mass.gov/info-details/email-eohhs-it-a-service-request support via telephone and email.
Electronic Protected Health Information (EPHI)	Protected Health Information that is transmitted by electronic media or maintained in electronic media. (See Protected Health Information.)
Encrypt[ed][ion]	The use of a computer entered formula to transform data into a form in which there is a low probability of assigning meaning without the use of a confidential processor key.
EOHHS / EHS	The Commonwealth of Massachusetts Executive Office of Health and Human Services.
EOTSS	The Commonwealth of Massachusetts Executive Office of Technology Services and Security.
EPHI System/Database	An application, file or folder running on an Information Resource that creates or maintains EPHI for use by Workforce Members to perform their duties on a regular on-going basis or for a limited project.

Term	Definition
Facilty	A facility designated as a facility under the control of the DMH pursuant to 104 CMR 26.02: Designation of Departmental Facilities.
File	A collection of data or information that has a name, called the filename. Almost all information stored in a computer must be in a file. There are many different types of files: data files, text files, program files, directory files, and so on. Different types of files store different types of information. For example, program files store programs, whereas text files store text.
Folder	An object within a software application that may contain files and/or other folders. The use of folders can be helpful in the organization of data stored in a computer.
Global Address List (GAL)	List of email addresses accessed via Microsoft Outlook on the Commonwealth of Massachusetts network. It includes the state email addresses for state employees as well as, in some circumstances, the internet email address of non-state employees such contractors, vendors, business partners.
Health Insurance Portability and Accountability Act of 1996 (HIPAA)	Federal law (Public Law 104-191) that, in part, protects both an individual's right to keep and/or transfer his/her health insurance when moving from one job to another, and the privacy and security of the individual's Protected Health Information.
HIPAA Privacy Rule	Standards developed by the U.S. Department of Health and Human Services implementing the privacy requirement set forth in HIPAA. The Privacy Rule is located at 45 CFR Part 160, and Subparts A and E of Part 164.
HIPAA Security Rule	Standards developed by the U.S. Department of Health and Human Services implementing the security requirement set forth in HIPAA. The Security Rule is located at 45 CFR Part 160, and Subparts A and C of Part 164.

Term	Definition
Information Resources	Information Resources include both technical and non-technical methods of access to, processing, and storing information including, without limitation: computers (including laptops), servers, printers, health information machines, including medical devices, and other peripherals, smartphones and other Devices (including Digital Media), network locations or information systems: 1) developed and/or provided by the Commonwealth; 2) connected to the Network, programs, Applications, databases, and Network shares managed by the Commonwealth; or 3) used to process Commonwealth Data (including Sensitive Information, such as PHI). Non-technical Information Resources include, without limitation, any printed forms of Commonwealth Data (including Sensitive Information, such as PHI) such as paper documents and files and methods of storing them, such as filing cabinets.
Information Resources (IR) Policies and Procedures	The Commonwealth's policies and procedures pursuant to which access, use, security, etc. of Information Resources is subject, including, without limitation: • EOTSS Acceptable Use of Information Technology Policy; • EHS Acceptable Use Policy; • DMH Information Security Handbook; • DMH Privacy Handbook; • Executive Department Telework Policy issued by the Human Resources Division; • EHS Telework Acknowledgment • EHS Social Media Participation Policy; • EHS Mobile Device Policy/Agreement; and • all other Commonwealth Information Resources and/or information related policies and procedures and related agreements.
Information Security Coordinators	Personnel designated to assist the DMH ISO in overseeing activities related to the security of electronic information. (*See* Chapter 1, Section II.B.)
IT	Information technology.
IT System or Database	An application, file or folder running on an Information Resource that creates or maintains data.
Information Security Incident (Incident)	*See* Chapter 2, Section II.

Term	Definition
Location	A place of business operated by DMH (e.g., DMH office, division, Area, Site, Central Office, Facility, Program, office at a DMH operated group living environment or other office).
Network	A data communications system maintained by the Commonwealth and used by DMH which interconnects computer systems, programs, Information Resources, and Applications.
Non-Portable Information Resources	Non-Portable Information Resources include Information Resources that are not designed for remote work or easy removal, such as desktops, desk telephones, printers, etc.
OIM	DMH Office of Inpatient Management
Outlook Web Access (OWA)	A feature subset of Microsoft Outlook that allows state email Users to remotely access their emails via a web browser.
Person in Charge	The Workforce Member having day-to-day responsibility for the management and operation of a DMH Location.
Protected Health Information (PHI)	Individually identifiable information relating to the past, present or future physical or mental health condition of an individual, provision of health care to an individual, or the past, present or future payment for health care provided to an individual. PHI includes Electronic Protected Health Information (EPHI).
Restricted Areas	Areas within a Location where PHI/EPHI and/or other Sensitive Information is stored or utilized, access to which is restricted to Workforce Members who have to use the PHI/EPHI or other information located in such areas to do their jobs.
Secure File Email Delivery System (SFED)	The Commonwealth's email system that allows for secure (Encrypted) transmittal of email content to and from entities outside of the state email system. To use Commonwealth's SFED, you need to have a user account with password.
Secure File Transfer Protocol (SFTP)	A Commonwealth application that allows secure (Encrypted) file transfer between two individuals and/or an individual and a system. To use Commonwealth's SFTP, you need to have a user account with password.
Security Alert	An electronic message sent to Workforce Members to keep such Members abreast of incidents and/or situations which may affect the security of information contained in DMH's Information Resources and to allow for effective communication on current trends and changes to existing DMH security policy and procedures.

Term	Definition
Security Plan	A written plan that addresses how the Information Resources at a DMH Location will be protected from unauthorized access, theft, loss, and environmental hazards. Each DMH Location must have a Location specific plan.
Sensitive Information	Any Commonwealth Data not made freely available for public consumption whether written, electronic, or otherwise stored, which may include: Protected Health Information, as that term is defined under HIPAA (45 CFR Parts 160 to 164); "personal data," as defined in M.G.L. c. 66A; "personal information," as defined in M.G.L. c. 93H; "personally identifiable information," as used in 45 CFR §155.260; "patient identifying information," as defined in 42 CFR Part 2; and any other individually identifiable information that is treated as confidential under applicable law regulation or other legal obligation to which EOHHS or an Agency is subject (including, for example, any state and federal tax return information or Social Security Administration information) in whatever form such data is created, maintained, or stored.
Shared Drives	A Network drive (or Folder), which lets other computers access it over the Network. Computers mapped to the drive can access the Folders in the drive as if the Folders were on the same computer.
Software as a Service (SaaS)	A cloud computing service model where the provider offers the use of application software to a client and manages all needed physical and software resources. SaaS is usually accessed via a web application.
Statewide Record Retention Schedule	A document created by the Secretary of State's office which outlines the minimum timeframe for retention of records of state government.
Telework(ing) (also known as telecommuting)	An alternative workplace arrangement which provides Workforce Members the opportunity to perform their regular work duties at a place other than their officially designated work location.
User	An individual with authorized access to Information Resources.
Virtual Private Network (VPN)	A VPN provides an Encrypted "tunnel" through which data can flow securely between external users and internal systems.
Workforce / Workforce Members	Employees, volunteers, trainees, and other persons whose conduct, in the performance of work for DMH, is under the direct control of DMH, regardless of whether they are paid by the DMH office, facility or program.

Term	Definition
Workstation	An electronic computing device, for example a laptop or desktop computer, or any other device that performs similar functions that has the potential to access or contain electronic data.