

# FYI

## Managing Digital Online Services

### Overview

Digital Online Services, which are services available over the Internet, enables today's workforce to communicate in different and transformative ways. Cloud-based storage services such as Dropbox, Google Drive and OneDrive or Cloud-based applications such as Salesforce or DocuSign would fall into this category. However, per Section 6 of the **Management of Information Act** SNL2005 c.M-1.01, public bodies are required to protect government records regardless of physical location.

The Office of the Chief Information Officer (OCIO) normally does not provide, secure or maintain Cloud-based storage services or applications. This FYI provides best practices public bodies should consider when availing of these services.

### Best Practices

Ensure you understand the sensitivity and criticality of the government information to be transmitted by or stored in the Digital Online Service. Engage the OCIO Information Protection Division who can assist with classifying the information.

Engage your Solicitor to determine if there are any legislative or regulatory constraints preventing the use of the Digital Online Service.

Review the FYI - Cloud-based Storage Services. Services such as Dropbox, Google Drive, OneDrive, etc., should be used for the quick, temporary transfer of government's information.

Review the FYI - IT Systems Security Requirements, before availing of a Digital Online Service (e.g., Salesforce) for the permanent storage of government information, to ensure key security parameters (e.g., data residency, breach protocols, secure disposition of government's information, etc.) are met prior to contract award / signing.

Read the Privacy Policy for the Digital Online Service to ensure you understand how the service will use, manage and disclose government's information.

Read the Terms of Service (i.e., Terms of Use) for the Digital Online Service to ensure you understand what you are agreeing to and must abide by in order to use the service.

Review the FYI - Video Conferencing Options to familiarize yourself with the approved government instant messaging, video and audio conferencing solutions.

Do not use your government-issued email address for personal use of Online Digital Services.

Do not use the same security questions and passwords for your government employee activities and personal activities.

If considering using a Digital Online Service, contact the OCIO Information Protection Division - [OCIOInfoProtection@gov.nl.ca](mailto:OCIOInfoProtection@gov.nl.ca).

## Supporting Materials

Management of Information Act SNL2005 c.M-1.01

<https://www.assembly.nl.ca/Legislation/sr/statutes/m01-01.htm>

FYI - Cloud-based Storage Services

<https://www.gov.nl.ca/exec/ocio/files/im-employees-pdf-cloud-based-storage-services.pdf>

FYI – IT Systems Security Requirements

<https://ociohelp.psnl.ca/documents/fyi-information-protection-it-systems-security-requirements/>

FYI – Video Conferencing Options

<https://ociohelp.psnl.ca/documents/fyi-video-conferencing/>

## Version History

Date (yyyy mm dd)	Reference
2021-10-01	Version 1.0