

DPIA Reference	DPIA1148
DPIA Title	Epic Sherlock
Summary of Proposal	<p>Sherlock is a web-based issue-tracking utility used by Epic for the investigation of issues, faults or build developments. It has the format of a forum where the EPR team or Epic technical and customer support staff can raise a ticket for a fault or investigation and others can post contributions to the thread.</p> <p>Sherlock is not service desk functionality but used by 2nd line support (EPR analysts) to record Epic issues and share information with Epic AMs/TSs.</p> <p>Sherlock itself does not process PID intentionally, although users will have their profiles visible when they contribute to an issue, this is not sensitive and is fully under the control of the user. However, the need to investigate the EPR build, functionality and presentation does inevitably include parts of the EPR hyperspace that is in live use and may contain parts of a patient's health record.</p> <p>There are a number of ways that this can occur;</p> <ul style="list-style-type: none"> • Screenshots - taken from parts of the system to illustrate issues, can include patient record extracts in image. • Record searches - faults may require searching for patient records with similar parameters, this could return sensitive information as well as demographics. <p>Sherlock does have security measures in place and is the preferred solution for issue resolution rather than other media such as emails that would not be secure for PID.</p> <p>Sherlock prompts the user to confirm if PID or sensitive information is contained in the post and the post will be marked as confidential.</p> <p>In training users learn that confidential posts are purged from the server after a set time, and so are encouraged to post sensitive information such as a screenshot separately from their resolution commentary so that their resolution is still searchable once the sensitive information has been purged.</p> <p>Access to confidential posts is logged and auditable in the case that users have been accessing the information inappropriately.</p>
Date Ratified	02 August 2022