FORENSIC BIOLOGY ADMINISTRATIVE MANUAL

	Protocol for providing data to outside agencies via ShareFile	
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Protocol for providing data to outside agencies via ShareFile

1   Overview

1.1   ShareFile is an online secured large file sharing and storage system that is utilized by the OCME Legal Department and select Department of Forensic Biology personnel to gather and submit requests for laboratory documents such as Electronic Raw Data (ERD), Manuals, Quality Control documents, etc.

1.1.1   Using ShareFile to Send Secure Attachments

1.1.1.1   ShareFile can be used to send secure attachments. This is accomplished by using the ShareFile Outlook plugin to share the attachment of laboratory documents with the requestor. The attachment is secure because the plugin uploads the attachment to the ShareFile server using an encrypted connection. The ShareFile server stores the attachment in an encrypted format. The requestor requires a username and password to access the attachment on the ShareFile server, which is also over an encrypted connection.

1.1.2   Transfer Encryption

1.1.2.1   All file transfers through the ShareFile service are encrypted using 256-bit SSL (Secure Sockets Layer). This is the same security used by banks and many e-commerce sites such as Amazon.com. SSL works by establishing a private connection and each end of the connection is authenticated before transfer begins. Data traveling between these endpoints can only be decrypted by the intended recipient by using unique decryption keys.

1.1.3   Stored Encryption

1.1.3.1   Files uploaded to ShareFile servers are saved with 256-bit AES encryption. Each file saved in our system has a unique encryption key. When laboratory documents are uploaded, they are encrypted before being copied to a permanent storage location. Downloaded materials are decrypted before their contents are sent to the requestor's browser. The file encryption keys are not stored on the same server with the files themselves, ensuring that someone with physical access to our storage servers has no access to the files contained on their hard drives.

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2 ShareFile Administrators

2.1   A ShareFile Administrator has the ability to coordinate the sending and receiving of laboratory documents by creating ShareFile folders, granting access to such folders, and sending emails via the ShareFile account to collect/transmit or retrieve the laboratory documents stored in the relevant ShareFile folders.

2.2   There are a select number of ShareFile Administrators for the agency.

    2.2.1   Before using ShareFile for sending secure email (as an Administrator) you must be provisioned with a ShareFile login. Please contact OCME IT for an account by creating a DOITT ticket at http://cityshare.nycnet/mydesk. ShareFile account provisioning requires OCME Executive staff member approval due to the cost associated with each account. After approval and provisioning OCME IT will install the ShareFile plug in for users.

2.3   See the document entitled *ShareFile Use Case Scenario*, as provided by NYC DOITT, for specific instructions for Administrators.

2.4   When a request for laboratory documents has been obtained by the OCME Legal Department or the Department of Forensic Biology (see the Attorney / Customer Requests section of the Administrative Manual concerning the types of requests that may be received and the agency's compliance with these requests), a ShareFile Administrator will create a folder in the ShareFile software where the documents for that request will be collected.

2.5   Through ShareFile email, the Administrator will notify the appropriate analyst of the requested laboratory documents to be collected.

2.6   Once the laboratory documents have been collected, the Administrator will notify the requestor via ShareFile email that the electronic materials can be downloaded.

    2.6.1   *OCME ShareFile Requestor Sheet* contains detailed instructions that can be shared with the requestor to facilitate the downloading process.

3 Gathering Electronic Materials

3.1   The analyst will receive an email indicating what laboratory documents have been requested and will need to be collected.

    3.1.1   If unsure of what to collect, contact the ShareFile Administrator who sent the email.

3.2   The Analyst will collect the laboratory documents requested. Such materials may be found on the Forensic Biology network, instrument computers, various archived media, Qualtrax, LIMS, etc.

    3.2.1   Collect only the specific documents requested.

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3.3   The analyst will click on the "Upload" link in their email (see step 3.1)

   3.3.1   If the ShareFile link does not open, try to copy and paste the link into another web browser, for example, Internet Explorer 11 or Google Chrome. ShareFile will not work with Internet Explorer 10 or lower at this time.

   3.3.2   If this is the first-time using ShareFile, a username and password will need to be created (see below); otherwise, the analyst may go straight to log in.

      3.3.2.1   Use your OCME email address to create an account.

      3.3.2.2   Your password should not be the same as your OCME log in as this password will not change.

      3.3.2.3   If a password needs to be reset, click on the "forgot password" link.

   3.3.3   Use the "Browse" button to locate files or drag and drop files into the folder from the M:\Customer Requests For Data and Manuals\ERD and Manual Requests location.

   3.3.4   Folders cannot be uploaded into ShareFile, only files can be uploaded. Subfolders may be created by the analysts as needed in the main ShareFile folder.

      3.3.4.1   If additional folders in the ShareFile area are needed, and the analyst is not able to create a folder, contact the ShareFile Administrator that sent the original email so permissions can be given to create subfolders.

      3.3.4.2   Files within collected ERD with the same name, such as "01-Allelic Ladder" for multiple instrument runs, will overwrite each other as they are uploaded to ShareFile; therefore, they will need to be uploaded into separate folders.

   3.3.5   Notify the ShareFile Administrator that all requested laboratory documents have been collected and uploaded to ShareFile.