

<b>Title:</b>	Account Creation and Closure Procedure
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<b>Division:</b>	Business and Finance	<b>Department:</b>	Information Technology
<b>Procedure Contact:</b>	Chief Information Officer		
<b>Date Posted:</b>	7/23/2019		
<b>Related Policies or Procedures:</b>	<a href="#">EWU 901-02: Appropriate Use of University Resources</a> <a href="#">EWU 203-01: Information Security Policy</a> Account Procedure		

### History

Revision Number:	Change:	Date:
1.0	Initial version	07/23/2019
1.1	Revisions	01/15/2020
1.2	Removal process revisions	10/2/2020

### A. Purpose

This procedure defines the steps required to request a new account or request access changes and the process under which accounts are closed.

### B. Definitions

Generic Account - An account that is intended for shared use.

Network Account - This account allows faculty, staff, and students to access university technology resources. These accounts include but are not limited to email, shared network space, and administrative systems.

Special Access Account - This account provides access to specific computer systems, including applications such as Banner, Office 365, and others.

Resource Account - These are e-mail only or calendar only accounts. They do not permit access to any other systems.

### C. Procedure

**1. Account Creation**

Network accounts for faculty and staff are created through an automated process. This process runs daily every 3 hours from 6:00 am to 3:00 pm.

Resource accounts for departments and student organizations are created upon the request of an authorized representative of the department or organization.

Network accounts for students are created automatically by Information Technology on a daily basis. An offer of admission and acceptance is a prerequisite for obtaining a network account for any student who does not already have an account. In certain instances, student accounts may be created prior to admission. Students who subsequently fail to enroll at the university will have their accounts removed.

Special Access accounts are created upon the request or approval of an authorized representative for the specified system. Access will only be granted as-needed and rights are restricted according to job requirements.

## **2. Rights Assignment and Review**

Default rights given to network accounts include read/write access to personal network storage and, in the case of faculty and staff, their respective shared department folder. Only Information Technology staff may change account rights or account information, other than reset passwords.

Access to administrative systems, other than access to the personal information of the account holder themselves, are granted only upon request to the department of Information Technology and approval of the account holder's supervisor and/or other relevant persons.

An account rights review is required when a faculty or staff member changes position, job responsibilities, or department.

An account rights review is also required if a student becomes a staff or faculty member or when a student staff member terminates employment with the college.

Changes to existing rights are made upon request by authorized personnel only. All requests for changes to account rights are submitted to the department of Information Technology.

## **3. Employee Account Closure**

### **a. Planned Departures**

This procedure considers a planned departure to occur when a faculty or staff member has made arrangements to end their affiliation with the university at a designated future date. This process is initiated when Information Technology is informed by the department of Human Resources of an employee departure or when a notice is received.

#### **i. Information Technology Responsibilities**

- An Information Technology representative will assist the employee in archiving any personal electronic files, personal emails, or personal contacts, if the employee desires.
- An Information Technology representative will work with the employee's supervisor or faculty's department chair to move any university files out of the employee's personal file space.
- An Information Technology representative will work with the employee's supervisor or faculty's department chair to retrieve any university equipment, such as a laptop, per the university's termination procedures.
- An Information Technology representative will reset the voicemail password at the end of business day.
- An Information Technology representative will set the account to expire at the end of business on the designated day unless other arrangements have been made. Any other arrangements require completion of a service request.
- The former employee's account should be deleted within 90 business days of the employment end date. If the account is not to be deleted within 90 business days, the Information Technology representative must note the date for deletion in the account notes field. Retention of a departed employee account past this date requires completion of a service request.

#### **ii. Employee Responsibilities**

If the employee wants to retain any personal files, personal emails, or personal contacts they must contact an Information Technology representative before their employment end date if they require assistance.

### **b. Unplanned Departures**

This procedure considers an unplanned departure to occur when a faculty or staff member's affiliation with the university is ended immediately. This process is initiated when Information Technology is informed by the department of Human Resources of an immediate employee departure.

#### **i. Information Technology Responsibilities**

- The former employee's account will be suspended immediately.
- The former employee's voicemail box password will be reset immediately.
- The former employee's account should be deleted within 90 business days of the employment end date. If the account is not to be deleted within 90 business days, the Information Technology representative must note the date for deletion in the account notes field. Retention of a departed

employee account past this date requires completion of a service request.

ii. Employee Responsibilities

If the former employee requires any personal files, emails, or contacts they must arrange this retrieval with an Information Technology representative in consultation with the employee's former supervisor or faculty's former department chair. The former employee will request which items are to be retrieved. An Information Technology representative will provide an export of the requested files, emails or contacts. The former employee must make arrangements to pick up the materials from the department of Human Resources.

**c. Departures of Employees Who Are Also Students**

If an employee departs but will remain a registered student, access to student resources needs to be retained.

i. Information Technology Responsibilities

- Instead of deleting the account, all employee-related access will be removed. The account will then be converted to a student account. In some special circumstances, the former employee's account may be suspended and a new student account created instead.
- All other steps as above will be followed depending on whether it is a planned or unplanned departure.

ii. Employee Responsibilities

- As the account will usually only be moved, not deleted, all personal files, personal emails and personal contacts will be retained in the account.
- If, for some reason, a new student account was created, Information Technology will assist with migrating any personal files, emails, or contacts to the new account.

**4. Student Account Closure**

i. Information Technology Responsibilities

When a graduated or former student loses eligibility for a network account, as defined in the *EWU Account Eligibility Procedure*, their account will be marked for closure. After an account has been marked for closure, the account holder will receive an email notification at least two weeks prior to deletion. The notification will contain instructions about how to request the account be kept open for a limited time in case of unusual or extenuating circumstances. When the account is deleted, the account holder will lose access to all services which require a university username and password including, but not limited to, Office365, Canvas, library databases, use of the computer labs, and netstorage. After the account is closed, all data produced by that account (e.g. personal files, personal emails) will be permanently deleted. This process does not apply to former students who will remain employees of the university.

ii. Student Account Holder Responsibilities

If the account holder wants to retain any personal files, personal emails, or personal contacts they must export this information using tools such as Outlook before their account is scheduled to be closed. Information Technology will provide limited support to account holders during this process, but will not perform data exports or migrations.

This procedure may be revised at any time without notice. All revisions supersede prior procedures and are effective immediately upon approval.