

# ACCOUNT LIFE-CYCLE MAINTENANCE

**POLICY NUMBER:** IT-ACCTLIFECYCLEMAINT

**POLICY TYPE:** ADMINISTRATIVE

**RESPONSIBLE OFFICIAL TITLE:** CHIEF INFORMATION OFFICER

**RESPONSIBLE OFFICE:** OFFICE OF INFORMATION TECHNOLOGY

**EFFECTIVE DATE:** UPON PRESIDENTIAL APPROVAL – 3/17/2021

**NEXT REVIEW DATE:** PREVIOUS REVIEW PLUS FOUR (4) YEARS – 3/17/2025

**SUPERSEDES POLICY DATED:** 5/4/2018

**BOARD OF REGENTS REPORTING (CHECK ONE):**

☐ PRESIDENTIAL RECOMMENDATION (CONSENT AGENDA/VOTING ITEM)

☒ PRESIDENTIAL REPORT (INFORMATION ONLY)

## I. POLICY STATEMENT

The purpose of this Northern Kentucky University (NKU) account life-cycle maintenance policy is to explain the creation and termination of accounts for all new hires, transfers, retirees, terminated employees, graduates, and students entering or leaving the university.

## II. ENTITIES AFFECTED

Current and former faculty, staff, students, and retirees are affected by this policy.

## III. PROCEDURES

### ACCOUNT CREATION PROCEDURES

All new accounts must originate in SAP:

1. **Faculty/Staff Accounts:** Hiring department generates a Personnel Action Request (PAR) for Human Resources (HR). HR then creates a record in SAP. A new account is then created within 48 business hours.
2. **Student Accounts:** Admissions creates a record in SAP. A new account is then created within 48 hours.

### ACCOUNT LIFE-CYCLE PROCEDURES

#### FACULTY/STAFF ACCOUNTS

##### *Employee resignation/Faculty assignment cessation*

The supervisor must do the following:

- Notify HR of an employee's departure.
- Instruct the employee to manage account contents appropriately.
- Follow records retention guidelines as defined by NKU records management for data management.

Upon supervisor request, the former faculty or staff member's email account may receive a temporary 30-day automatic reply instructing senders where to direct their University business. This request must be formally submitted through an Information Technology service request.

### **Conditions and associated actions**

- A. When a faculty/staff member with a pre-existing educational relationship with NKU separates and is **not** an active student, nor has a teaching assignment (**e.g., alumni/former students who are also faculty/staff**):
- All user access and rights to computers, electronic technology, services, and software used to conduct University business are revoked. The employee does not retain rights to use University equipment, software, or electronic services.
  - Network access is removed for University network resources. All access to University business materials, file access, and email access is removed.
  - Access to University owned and licensed software is removed, per the current terms and conditions defined by the software vendors.
  - There is a 40-day waiting period after separation has been processed by HR; this ensures IT has time to archive University business information and apply proper security. During this time, separated faculty/staff will lose access to their mailbox and University data. After the 40-day waiting period, the former employee will convert to Graduate status and will need to change their password to regain account access to Graduate email services.
- B. When a current NKU faculty/staff member separates and **is** an active student, and/or has a teaching assignment at the time of separation (**e.g., active students or faculty**):
- User access and rights to computers, electronic technology, services, and software used to conduct University business may be modified, limited, or removed based on the revised employment or student status.
  - Network access may be modified, limited, or removed for University network resources based on the revised employment or student status.
  - Access to University owned and licensed software may be modified, limited, or removed based on the revised employment or student status and the current terms and conditions defined by the software vendors.
  - Access to email accounts and select collaboration tools is retained. This includes retention of all University business content.
  - It is important that HR informs IT so that the appropriate security measures can be taken to remove the business role access (e.g., department drives, ERP, etc.) of the (former) employee while retaining the access necessary for the student/faculty role.
- C. When a current employee separates and is **not** an active student and/or does not hold an active teaching assignment at the time of separation (**e.g., faculty/staff who are NOT alumni/former students**):
- When faculty or staff employment ends, voluntarily or involuntarily, computer, electronic technology, services, and software **access is deleted immediately** following the separation.
  - Network access is removed for University network resources. All access to University business materials, file access, and email access is permanently

deleted (including email) 20 days after separation has been processed by HR. This 20 days allows for supervisor access to business documents.

- It is the supervisor's responsibility to dispose of account and email contents appropriately, and follow records retention guidelines as defined by NKU records management.
- Access to University owned and licensed software is removed.

D. When a faculty/staff member retires from NKU:

- Retirees retain rights to use email services and the online version of Microsoft Office as a privilege as provided by the current terms and conditions defined by the software vendors; however, other business functions such as file access, software access, and access to administrative systems (ERP) will be severed for security purposes. Retirees will have a 3-day waiting period after the retirement record is received by IT.
- Existing email is retained. All user rights to computers, electronic technology, and software or services used to conduct University business are revoked; however, when allowed by the software vendor or service provider, retirees may be granted specific usage rights defined within the current terms and conditions defined by the software vendor or service provider at the discretion of the University. These rights are subject to change.
- Emeriti retirees, upon request and pending software licensing allowances, will be provided with access to the current versions of Microsoft Office and/or Zoom. Requests for access to other software must be approved and funded through the Dean or Vice President of their respective area.
- Retirees from executive administrative positions (President/Provost), upon request and pending software licensing allowances, will also be provided with access to the current version of Microsoft Office and Zoom. Requests for access to other software must have university approval (pending software licensing agreement allowances).

## **STUDENT ACCOUNTS**

When an admitted student ceases course enrollment at NKU (**e.g., graduates, admitted but never enrolled students, or students who have stopped taking classes**):

When active enrollment ceases, a student is transitioned to "admissions" status; the student may resume classes again at some point in the future, so the account is not deleted. Access to the myNKU portal is retained. Email boxes are retained indefinitely, in their original form; admitted but never enrolled students' email boxes are empty. Graduates' email boxes retain their past email.

## **ALL ACCOUNTS**

1. **Account termination:** Departments are asked to request IT assistance to perform an annual audit to disable accounts that are no longer active.

2. **Email abuse sanction:** After due process, if the relevant university office (e.g., Dean, Director, Chair, or other management) determines that computer account abuse necessitates loss of computing account privileges, accounts are disabled immediately, and it is the immediate supervisor's responsibility to manage account contents appropriately, following record retention guidelines defined by NKU records management.
3. **Enforcement:** Any faculty or staff within the university network found to have violated this policy may be subject to disciplinary action, up to and including potential legal action. Please see the [Acceptable Use](#) policy for additional details on IT usage and policy enforcement.

#### IV. EXCEPTIONS

Exceptions to policy requests are unique in nature and will be considered on a case-by-case basis. Justification, including a clearly defined end date, is necessary for all exception requests, and will require approval by the area Vice President. Such exceptions may be due to extenuating circumstances, such as but not limited to, schedules or limiting factors with employee or supervisor availability and special or unique conditions with the email account and content. Active exceptions will be monitored and managed for proper oversight and closure, and to ensure security and compliance adherence.

#### V. REFERENCES AND RELATED MATERIALS

##### RELATED POLICIES

Acceptable Use policy: <https://inside.nku.edu/content/dam/policy/docs/Policies/AcceptableUse.pdf>

Records Management policy: <https://inside.nku.edu/policy/policies/azlisting.html>

##### REVISION HISTORY

REVISION TYPE	MONTH/YEAR APPROVED
Revision	March 17, 2021
Minor revision & name change	May 4, 2018
Name change retires previous policy	Email and Account Termination

# ACCOUNT LIFE-CYCLE MAINTENANCE

## PRESIDENTIAL APPROVAL

### PRESIDENT

Signature *Ashish K. Vaidya*

Date 3/17/2021

Ashish K. Vaidya

## BOARD OF REGENTS APPROVAL

### BOARD OF REGENTS (IF FORWARDED BY PRESIDENT)

- ☒ This policy was forwarded to the Board of Regents on the ***Presidential Report (information only)***.  
Date of Board of Regents meeting at which this policy was reported: 5 / 12 / 21.
- ☐ This policy was forwarded to the Board of Regents as a ***Presidential Recommendation (consent agenda/voting item)***.
- ☐ The Board of Regents approved this policy on \_\_\_\_/\_\_\_\_/\_\_\_\_.  
(Attach a copy of Board of Regents meeting minutes showing approval of policy.)
- ☐ The Board of Regents rejected this policy on \_\_\_\_/\_\_\_\_/\_\_\_\_.  
(Attach a copy of Board of Regents meeting minutes showing rejection of policy.)

### VICE PRESIDENT AND CHIEF STRATEGY OFFICER

Signature *Bonita Brown*

Date 05/18/21

Bonita J. Brown