

User Account Policy

Initiated Date: 4/3/13
Revision Date: 5/17/13
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Version Number: 1.0
New Version Number: N/A

Policy Statement

Access to computing facilities and associated resources is provided as a privilege to members of the Manhattanville College community. The college provides these resources to support its educational mission. It is expected that users will conform with all rules and regulations pertaining to the appropriate use of these facilities. This involves using the facilities in a manner that is consistent with all college policies, with policies of other networks and with state and federal laws. Every user is responsible for helping to ensure that these resources are used appropriately; this includes prompt reporting of instances where it is believed the policy has been abused. If someone is in doubt as to whether a particular proposed use is appropriate, they should check with the Office of Information Technology (OIT) before the proposed use is undertaken. Misuse of computing facilities (whether or not they are directly college-owned) will constitute just cause for disciplinary action by Manhattanville College in addition to any legal enforcement by local, state, or federal authorities. Please refer to the [Acceptable Use policy](#) for definitions of appropriate and inappropriate use.

Scope

This document addresses creation and termination policies and practices for primary accounts (include LDAP, Windows, Colleague applications (including, WebAdvisor, Informer,) Blackboard and Digication) created by the Office of Information Technology (OIT) department. Each type of account has specific requirements not outlined in this document. All primary accounts, including email, are college property; employees may not take accounts with them when they leave the institution. Accounts may be turned over to supervisors in the event of a departure if needed to ensure a smooth transition. All requests outlined below for creation or termination of accounts must be made in writing via email.

The following have been defined as categories of individuals who request accounts from OIT:

- Faculty
- Staff
- Contractors

Account Creation

Faculty and Staff: Permanent and temporary staff accounts (e.g. intern accounts) will be confirmed by the Human Resources office. A record will be initiated in Colleague by the Human Resources office. Once the Colleague record has been created, the user account will be created in

LDAP. Faculty and staff are given access to email immediately. If an employee or temporary staff member needs Colleague access, the employee's supervisor may request an account by completing the [Colleague Account Request Form](#). If an employee changes positions, the supervisor must complete the [Colleague Account Request Form](#) indicating the changes that should be made to Colleague application access. Employees and temporary staff are required to complete FERPA training before access to Colleague data will be granted. The Human Resources department will assure that all new employees review the FERPA training materials on the web and successfully take the FERPA quiz.

If a faculty or staff member's name changes, they must initiate the change through the Human Resources department. Human Resources will send a notice of the change to IT authorizing that the account name should be changed.

Contractors: A contractor is defined as someone who has a substantial presence on campus and acts in a similar role as a staff member but is not an employee of the college (e.g. Dynamic Campus Solutions). Permanent and temporary contractor accounts will be confirmed by the Human Resources office. Not all contractors should be entered in to Colleague prior to requesting an Active Directory account. Human Resources will initiate this request via e-mail to the OIT department. Upon receiving the request, OIT will create LDAP access, Windows and Colleague accounts if required.

Account Format: A standard account format is in place in order to support an efficient, automated process for creating and maintaining accounts. All email addresses are to be set up as @mville.edu except in the case of accounts for Students the format is @student.mville.edu

The standard email/user name format will be: [First Name.Last Name@mville.edu](#).

Last names that contain a hyphen or a space will be created without the hyphen or space. For example, the account for Robert S. Jones Drew or Robert S. Jones-Drew would be [Robert.JonesDrew@mville.edu](#).

Procedure

The account creation process is triggered when the hiring department submits the request to Human Resources. This should be done at least 10 working days prior to the employee start date.

Human Resources (HR) initiate the account creation process after the form has been received, by creating a Colleague ID and Staff and Volunteer record. A Help Desk ticket is generated and OIT takes the appropriate action to enable all campus systems access. Department heads or hiring supervisors will be notified via email by HR once access for the new hire has been established. The email will explain the access granted, and provide pointers to additional information and/or assistance. The department head or hiring supervisor should communicate this information to the new hire as soon as possible.

Termination of Accounts

Faculty and Staff: Termination of faculty and staff accounts must be approved by Human Resources in consultation with the appropriate senior staff member or supervisor. Supervisors may be granted access to an account if an individual is involuntarily removed from a position to ensure continuity of communication for business or academic purposes. Also upon special request, a supervisor will be granted access to the email account after an employee voluntarily leaves the college. Instructions for access will be shared with OIT via the Employee Separation Notice sent by Human Resources. OIT will change the password on the email account and share with the manager who will be allowed access to the account for 30 days. If an alternate length of time is necessary, this will also be noted by Human Resources on the Employee Separation Notice. The email account will be suspended at the end of this period of time and will be removed permanently after a year.

Faculty with emeriti status will be allowed to keep their email accounts indefinitely.

Requests to reopen an account can be made by a departmental director or a senior staff member. An acknowledgment will be sent to Human Resources by OIT staff for any reopened account.

Contractors: Termination of contractor accounts must be approved by Human Resources in consultation with the appropriate senior staff member or supervisor. OIT will suspend the email account for one calendar year after notification is received and all other accounts will be closed. Email accounts will be permanently removed after one year.

All suspended accounts will be subject to permanent removal after one year.

Procedure

Accounts will be disabled on the termination date specified by HR. A Help Desk ticket is generated and OIT takes the appropriate action to disable all campus systems access. When it is anticipated that college business-related email may continue to be sent to an employee's address after employment has been terminated, the employee's department head or supervisor can request (via the Help Desk) that OIT configure a temporary (30 day) auto-reply message to inform senders of the address to which they should redirect such business.

In cases of termination, transfer, or retirement the process is similar.

Verification Process

This ongoing process is for reviewing accounts to verify that they should remain active in their current state and to assure that all accounts maintain the proper securities.

Faculty and Staff: Once every six months, a complete LDAP list will be given to Human Resources for verification. Additional checks will be in place in Colleague to look for accounts that might raise red flags.

Contractors: Once every year, a complete LDAP list will be given to Human Resources for verification.

Reason for Policy: This policy is being created/modified to define the processes for creating and terminating accounts, which can have an account, which needs to approve different access types, and the process for regularly reviewing existing accounts and access.

Who Should Know This Policy: This policy affects all faculty, staff, and who have Manhattanville College user accounts.

Contacts: Questions about this policy should be directed to the [Office of Information Technology](#).