

Administrative Process Improvement Project Outcomes for Terminated Users Access to University Resources

The Terminated Users Access team met to review current policies, procedures and business practices relating to IT resource access when an individual no longer has an active affiliation with the university. IT resources reviewed included, but not exclusive to, email, myMemphis portal, D2L, Umwiki, Umdrive, and data storage. The team performed a risk assessment for all user roles relating to employees (staff, faculty, part-time faculty, temps) and students. Other institutions were contacted and research performed to determine best practice models. Policy UM1337 Data Access was reviewed, updated and a new email policy created for the Policy Review Board (PRB) approval. Go live scheduled mid-September 2016.

Define access timeline based on role:

- Voluntary terminated employees (Staff / Faculty / Temps) will have access removed following the last day worked as determined from Banner, a change from current 45-day grace period
- Involuntary terminated employees will have access manually removed on the last day worked based on the Involuntary Separation/Clearance process, a change from current 45-day grace period
- All Student types will be allowed access 1 year from the last semester attended, extending the current process that allows access one primary semester from last semester attended. This allows students ability to complete end of semester work and ability to communicate with faculty and graduate school for future admission
- Part-Time faculty will be allowed a 90-day grace period in order to meet Registrar published schedule to complete end of semester duties, a change from current 365 day grace period
- Dual Roles – if a student has an employee role and terminates their employment, the student role access will be maintained. The individual will lose access to employee-related resources, but may retain access to data created during time they were an employee

Automation to Remove Access:

- Team agreed to use the HR Banner field 'Personnel End' date to be consistent with the Terminated Banner Team process to remove Banner INB access
- With the exception of Involuntary Terminations, the automated process will run nightly and will remove access following the access termination date based on the person's role
- LDAP group membership will also be removed consistent with the access termination date based on the person's role

Policy Review:

- UM1337 – Data Access
 - Included verbiage relating to terminating access to other 'University resources' (current policy referenced Banner only)
 - Verbiage added that access will be revoked upon termination of affiliation with the University
 - Added a link to new 'Access Removal Schedule' webpage
- New Email Policy created defining guidelines for acceptable use of university email services and required roles for maintaining access to university email services

Access Removal Schedule Webpage - memphis.edu/its/security/access-termination.php

- Defines access termination remove schedule
- Defines individual roles

Separation/Clearance Process Updates:

- Updated voluntary employees email notification with a link to the new Access Termination webpage
- Add Separation/Clearance portlet to the myMemphis 'Former Employee' tab allowing employees to print their forms
- Managers Checklist updated to inform them the employees access will be terminated based on last day worked

Communication:

- Commencement will include in their communications information about Access Retention
- Presentation will be made at the HR Partners September meeting
- Alumni Association will communicate with current and future Alumni Association and UMAR (retirees) on the data access policy

Sponsored Accounts for Departing Faculty & Part-time Faculty:

- The current Sponsored Account Guest Faculty form will be used to request extended access for the following situations:
 - **Departing Faculty** – terminating faculty who will continue working with a department or research projects
 - **Part-time Faculty** - PTF needing access beyond the 90 days who will continue working with on a department project or preparing class instructional programs
- Departments will vet and complete the form and route to Faculty Administrative Services to create the sponsored account record in Banner

FUTURE RECOMMENDATIONS:

- Develop a retention plan to purge old accounts and data files from ITS services
- Formalize current procedures to remove Information Technology employee access to servers and services systematically