

# MARSHALL UNIVERSITY INFORMATION TECHNOLOGY COUNCIL

## Procedure ITP-40

### Marshall University IT Procedure for Employee Account Termination

#### 1. General Information

##### 1.1. Scope:

This procedure provides a method whereby a department or business unit may request assistance from Information Technology (IT) in removing or reassigning access to information technology services.

##### 1.2. Authority: Marshall University Information Technology Council

##### 1.3. Passage Date: 12/6/2013

##### 1.4. Effective Date: 12/6/2013

##### 1.5. Revised Date: 08/19/2019

##### 1.6. Controlling over: Marshall University

##### 1.7. Purpose and Summary:

To provide for an orderly exit process to ensure that inappropriate access is removed, and information assets are secured within the Marshall University Information Technology Environment (ITE) as a result of an employee termination including voluntary separation.

#### 2. Procedure

##### 2.1.

Marshall University Information Technology (MUIT) provides a number of centrally managed Information Technology (IT) resources including network user accounts, e-mail and telephone services, and where needed access to one or more administrative and academic computing systems. This procedure provides the method whereby a department or business unit may request assistance from IT in removing or reassigning access to information technology services such as:

2.1.1. Redirect or recover business-critical communications from an employee e-mail account.

2.1.2. Disable access to administrative and academic systems such as Banner

2.1.3. Disconnect or redirect incoming telephone calls

2.1.4. Reassign course ownership in MUOnLine

2.1.5. Reassign administrative access to office computing devices

#### 3. Responsibilities

- 3.1. The employee's department is responsible for contacting the office of Marshall University Human Resource Services (MUHRS) prior to discharging an employee.
- 3.2. Marshall University Human Resource Services (MUHRS) will facilitate the request and approval of account termination activities which are to be processed by Marshall University Information Technology (MUIT) services.
- 3.3. Marshall University Information Technology (MUIT) services will provide the orderly termination and/or transition of account services as a result of an employee termination request. This includes coordinating the removal of services and/or reassignment of access from the exiting employee to the designated individuals within the requesting department or business unit. IT will also provide an appropriate level of support to the existing employee for those continued services (e.g. transition between employee and student/alumni e-mail systems).

## 4. Timeline of Activity

- 4.1. Normal Processing: the account termination process normally occurs two (2) weeks of last date of employment. This includes the following activities:
  - 4.2. Review of MUNet account to revoke elevated rights and e-mail distributions lists.
    - 4.2.1. Disable Banner user account.
    - 4.2.2. Transition e-mail services from employee (Exchange) to student/alumni base e-mail services.
    - 4.2.3. Disable telephone and voice-mail services.
    - 4.2.4. Notify via e-mail IT Library circulation, IT MU-Online, and CampusID Office teams to conduct appropriate account review for the terminated employee.
  - 4.3. Expedited Processing: when an involuntary termination is expected, it may be necessary to have the account termination process occur on the date of (or just prior to) the employees last working day. Expedited processing often involves one or more of the following activities to ensure that the impacts to the business-critical operations of the department are not minimized:
    - 4.3.1. Time-sensitive restriction or redirection of e-mail, telephone, and administrative system services on a specific date.
    - 4.3.2. Special handling of e-mail and such as providing a departmental out-of-office message and granting access to terminated employees e-mail to another individual in the department (eg. a supervisor or other trusted co-worker).
    - 4.3.3. Pre-emptive preservation requests for backup of University IT assets (desktop and/or laptop) and backup of the e-mail account (e.g. archive to .PST file or legal hold).

## 5. Employee Account Termination Request Form

- 5.1. [The Marshall University ITP-40F Employee Account Termination Form](#) is to be completed for all account termination requests which require expedited processing or account restriction/redirection activities not performed in the normal account termination processing (e.g. delegated access to e-mail and telephone services).

## 6. Persistence of MUNet User and E-mail Accounts

- 6.1. Marshall University Network user accounts (aka MUNet ID) are unique credentials (username and password) which are created by MUIT for purposes of authentication to the University Information Technology Environment (ITE).
- 6.2. MUNet e-mail address and services are also established for those persons who have recognized institutional roles (e.g. student, employee, faculty, alumni, and affiliate). In some circumstances these roles will be concurrent (e.g. Student AND Employee, or Employee AND Alumni).
- 6.3. The Employee Account Termination Process results in the removal of access to those services and applications associated with the employee role (e.g. Banner, employee e-mail services, etc.).
- 6.4. MUNet User and basic e-mail account services will continue to exist even after termination where they are needed to provide services associated with a persistent role (eg. student, alumni, or emeritus status).
- 6.5. MUNet User and/or e-mail services are still subject to suspension or revocation under MUBOG IT-1 Information Technology Acceptable Use Policy.

## 7. Basic ITI Systems form processing will begin upon receipt of the form.

- 7.1. Begin by evaluating the type of account termination, and the timeline needed to meet the needs stipulated on the form. Plan schedule accordingly.
- 7.2. Evaluate the account in AD and verify that the correct account has been identified.
- 7.3. Make note of AD group memberships and remove the account from any groups that may not be handled by automated termination procedures. This list of groups will be noted in the associated ticket.
- 7.4. Process the account.
  - 7.4.1. For full account terminations, the account will be disabled and moved the appropriate OU.
  - 7.4.2. For account restriction terminations, the account will have business-related access removed, but student or emeritus access will be retained as stipulated in the form. In these cases, the mailbox associated with the account will be migrated to Office365.
- 7.5. Where requested, an auto-reply message will be set on the email for the account.
- 7.6. Where requested, a PST mailbox export and/or delegate access to the account mailbox will be configured.
- 7.7. In the event that a litigation hold is requested, we will verify the hold retention period being requested and set that on the account accordingly.
- 7.8. Once the systems-related portions of the ticket are complete, we will verify that other IT groups have been added to the ticket appropriately and notify those groups that their portion of form can be processed.

## 8. Related Documents

8.1. [ITP-40F - Marshall University Employee Account Termination Form](#)

8.2. [ITP-5 Marshall University IT Identity, Access, Privilege, and Content Retention Procedure](#)