

| MISSOURI SOUTHERN STATE UNIVERSITY POLICY | | | | | |
|--|---------------------------|---------------------------|------------|-------------------------|--|
| Policy #: | 02-0024 | | | | |
| Name of Policy: | Account Management Policy | | | | |
| Date of Last Revision: | March 2025 | Initial Date of Approval: | March 2025 | Initial Effective Date: | |
| Policy Owner | Information Technology | | | | |
| Policy/Chapter Sections | University Policy | | | | |
| Date of Next Review: | March 2028 | | | | |

1.0 PURPOSE

In order to minimize risk to the University and adhere to Security best practice, this policy seeks to ensure that only those individuals that need access to university systems and that abide by the approved University policies related to technology have access to those systems by:

1. Specifying how IT login accounts are managed,
2. Differentiating between student, employee, normal, special (temporary, volunteer, visitor, vendor), and
3. Providing guidance for the entire account life cycle, from hiring/enrollment through separation/graduation.

2.0 SCOPE

This policy applies to all University administration, faculty, staff, and students, and people requiring access to University IT systems. All such parties are expected to abide by the procedural guidelines outlined herein.

3.0 POLICY

3.1 Definitions

Account - An account consists of all records, files, emails, and designated access permissions for each individual associated with the University. It is identified by a unique username and protected by a password and/or other means of authentication.

Separation - The act of severing one's association with the University.

Voluntary Separation - Retirement or resignation, graduation or lack of enrollment requiring readmission.

Involuntary Separation - Termination, suspension, or expulsion for cause.

Unpaid Affiliate - Individuals that may perform duties on behalf of the University but are not paid directly by the University. These may include (but not limited to) unpaid interns, vendor partnerships such as Food Services, or representatives of organizations associated with the University through strategic partnerships. <exists in Banner>

3.2 Account Creation

- 1) Employee.
These accounts are created through an automated process as part of Human Resource's hiring process.
- 2) Student.
Student accounts are created through an automated Admission process.
- 3) Unpaid affiliates.
Because these accounts need to exist in Banner, they are onboarded through a Human Resources process.
- 4) VVV Special accounts (Visitor/Temporary Faculty, Volunteer, Vendor)
Any account that does not fall within the above categories is a Special, or VVV, account.
 - a. VVV accounts are created manually depending upon several factors:
 - i. The need for an email account or Microsoft license
 - ii. Access to Blackboard
 - iii. Access to IT systems for support purposes.
 - b. Because VVV users will have access to IT systems but are not onboarded in a typical fashion, they are required to sign two documents prior to account creation: IT Usage Policy, Non-disclosure agreement.
 - c. VVV accounts typically have a start and end date. When they do, the account is set to expire when no longer needed. In the event that the account duration has no end-date (is "open-ended"), it is subject to a 1-year review and renewal process.
NOTE: It is the responsibility of the *account requestor* to notify IT in the event that the account is no longer needed so that it can be properly terminated.
 - d. VVV accounts may be requested by any employee who manages, sponsors, or administers programs, systems, or services on behalf of the proposed accountholder. A request is submitted to the Helpdesk at least two weeks in advance of the needed access. Such requests will be approved by the Chief Information Officer or designee. Approval or Disapproval decisions are final.

3.3 Account Suspension

Accounts may be suspended or disabled for any of the following reasons:

- 1) Security Incidents.
Security incidents involving MSSU accounts may result in an account being temporarily disabled while the incident is being investigated. When this occurs, IT will attempt to contact the accountholder through non-email means (unless it is a student for which such contact information is unavailable) to let them know of the incident. If such contact is unsuccessful, the account may remain disabled until the user reaches out to the IT Helpdesk.
- 2) Security Awareness Training non-completion.
Security Awareness Training may designate a deadline that, if breached, will warrant suspension of an account until training can be completed.

- 3) Known absence/return.
If an adjunct faculty member will not be returning for a semester or more, their account may be suspended and then re-enabled upon their return.
- 4) Furlow or Disciplinary Action.
An individual that is temporarily furloughed, on leave without pay (FMLA), or suspended without pay for disciplinary reasons, may have their account suspended until their return to active employment.

3.4 Account Offboarding

When an account is no longer needed, it is deleted after an appropriate amount of time as described below. Accounts will be reviewed periodically to find old or inactive accounts that may have been missed in the offboarding process.

1) Employee

a. Voluntary Separation

This type of separation includes resignations with notice and planned retirement.

i. General Employee.

A semi-automated process, coordinated through HR and Payroll, controls this function. The user account is generally disabled immediately after their last payroll check is deposited. Unless it is necessary to maintain the account for regulatory compliance, department request, or litigation hold, it and all associated emails and files are deleted 30 days after separation.

ii. Information Technology Employee.

Because of the increased level of access (and trust) granted to IT employees, their separation, even if amicable, represents a heightened risk to the University. Therefore, their separation is handled in a similar fashion to an Involuntary Separation (see below). Access to administrative accounts and specialized systems are removed immediately upon departing Campus. Except for the exceptions listed for General Employees, above, or for continuity of operations concerns, the account is deleted 30 days after separation.

b. Involuntary Separation.

These separations usually occur with very little advance notice and require timely removal of account access to mitigate possible risk to IT systems. A process is employed by IT to coordinate access removal with HR and verify that each type of access is removed at an appointed time.

c. Extension Requests.

Accounts may remain in use if an extension is required, by means of a request for extension sent to the Helpdesk, at helpdesk@mssu.edu. All extension requests are subject to approval by the Information Technology administrators, including, but not limited to, the Chief Information Officer, Chief Information Security Officer, the End User Service Manager, and the Network Services Manager. Sufficient documentation stating the full name and/or account that needs extended, the need for extension, the length of extension, and the signature of the department head, supervisor, and/or administrator is required for any application to be considered. Decisions are final.

2) Student

a. Graduation.

Students who graduate from the University in good standing will have the use of their campus account (email, Banner Self-Serve, Canvas) for up to 1 year following graduation. However, accounts that are used in cybercrime (resulting from account compromise and takeover) may be suspended until the situation is resolved. Accounts that violate the Acceptable Use Policy may be suspended up to the deletion date.

NOTE: If a student fails to provide post-graduation contact information, the University will make no attempt to reach out to the student to resolve such issues and the account will remain suspended until the student reaches out to the University to ask for assistance.

b. Non-enrollment.

If a student fails to continue their enrollment, their account will remain active until 1 year following the end of their last enrollment, at which point it will be deleted. The account may also be deleted due to non-activity of 3 months or more. It can also be suspended for the same reasons listed above.

3) Unpaid Affiliate

These accounts will be terminated (deleted) when the program or service which required them has ended or when personnel changes result in the account no longer being needed. This may occur at the end of a pre-determined period, or for changes that occur in the program or service. Human Resources will initiate the process of offboarding such accounts.

NOTE: It is the responsibility of the *administrator* of such programs or services to notify HR when these accounts are no longer needed or when a personnel change has occurred that affects who has such accounts.

4) VVV

These accounts will be deleted under the following conditions:

a. End Date reached.

At the end of the designated account period, unless an extension is requested, the account is immediately deleted. If an extension IS requested, the new end date is noted for the account.

Extensions for such accounts should be requested at the Helpdesk at least one week in advance of the end date.

b. Account is no longer required.

If the account is no longer needed, the account is immediately deleted. Examples of this include (but are not limited to) (1) the accountholder leaves the employment of their employer, (2) the service contract is terminated, (3) the accountholder voluntarily severs their association with the University, or (4) the accountholder violates the terms of their AUP or NDA agreements.

c. Audit Inactivity.

If no end date is supplied for the account, it shall be subject to a once-per-year audit. 30 days and again 7 days prior to the one-year mark notification will be emailed to the account-requestor. It is that individual's responsibility to verify that the accountholder is still legitimately employed or associated with the University. If no response is received, the account will be terminated and deleted at the one-year mark. If the account is confirmed, it will be in force for another one-year period.

NOTE: The University requires notification from the *requestor* of these accounts when the account is no longer needed.

4.0 HISTORY

No known history of policy found in Policy Library.

This policy may be revised, edited, changed or removed at any time with or without notice to applicable individuals.

5.0 RELATED DOCUMENTS

None.