



## **User Account Provisioning Procedures**

### **User Account Provisioning encompasses four major actions:**

1. Initial Creation of an Account
2. Modification of an Existing Account
3. Retirement of an Account
4. Regular Maintenance of Accounts

MIS is responsible for the maintenance of the user accounts for Banner and ERP related systems. NOC is responsible for maintenance of Active Directory accounts which includes email, wireless, blogs and all other systems integrated directly into Active Directory for authentication.

#### **1. User Account Creation:**

- a. The Staff Username Application is available from the Help Desk and must be filled out and signed by the applicant's supervisor
- b. This form must then be signed by a staff member in HR to ensure proper employment status. Forms are not processed unless duly signed.
- c. HR then sends the form to the Help Desk where it is entered into the Help Desk system
- d. Banner/ERP Account Requests
  - i. All requests for access to Banner and other ERP related systems are emailed to the entire MIS team and CIO for further review
  - ii. The Security Administrator in MIS acts on the ticket creating proper accounts and updates the ticket status once complete
- e. Active Directory / Email Account Requests
  - i. All requests for Active Directory and email accounts are sent electronically from the Help Desk to the Network Operations Center staff
  - ii. The Network Manager and Exchange Administrator process accounts and update the Help Desk ticket accordingly
- f. The Help Desk sends a physical notification to the staff member alerting them that their account is setup along with directions for access
- g. The Help Desk files a physical copy of the Staff Username Application

#### **2. Modification of an account:**

- a. When an employee changes titles or moves within the college requiring a modification to their account(s) the User Account Creation form from part 1 above is followed
- b. In part d. of User Account Creation above the vetting of the entire MIS team is particularly helpful in the modification process as the account changes are discussed amongst the team as well as the employee's supervisor to ensure proper credentials are assigned to the employee

### **3. Retirement of an account:**

- a. Supervisor's are required to send a signed letter of termination with appropriate date of termination to the HR Department
- b. HR reviews and then notifies the Help Desk of the date to terminate accounts for an employee leaving the college
- c. The Help Desk creates a ticket and notifies the Network Operations Center Team and the MIS team accordingly
- d. MIS and NOC disables or deletes all accounts depending on the circumstances
- e. The employee cannot gain access to any college systems again without following the procedure for User Account Creation from above

### **4. Regular Maintenance of Accounts**

- a. Banner/ERP related Accounts
  - i. The Security Administrator in MIS runs a weekly script to compare Banner user accounts with the current employment table in HR
  - ii. If a discrepancy is found the Security Administrator immediately reviews with HR and the employee's supervisor
  - iii. The employee's supervisor is directed to follow the procedure above for proper processing of the user's account(s)
  - iv. Some accounts with complex security settings are maintained in their disabled state to serve as a model and/or to preserve their historical record.
- b. Active Directory/Email Accounts
  - i. The NOC team enforces a 90 day password change policy on all network and email accounts
  - ii. If a user does not change their password within 90 days their account(s) are disabled
  - iii. Account are not enabled again without proper confirmation from the employee's supervisor and HR
  - iv. All disabled accounts are deleted immediately following the add/drop period each semester to ensure proper cleaning up of adjunct faculty accounts that no longer teach at the college

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