USER ACCOUNT MAINTENANCE POLICY

Purpose: The purpose of this document is to establish a statewide policy for the maintenance of user accounts provided to authorized users of state network resources. On-going account maintenance includes the creation, modification and deletion of accounts as well as the routine review of inactive accounts by the Department of Information Technology (DoIT). This policy applies to all user accounts including remote access accounts.

Policy: All state employees authorized to approve access to state network resources are responsible for maintaining user accounts by submitting Help Desk requests for account creations, modifications and deletions. User accounts include those provided to employees and non-state workers such as contractors, vendors or other external entities.

All user accounts will be reviewed monthly. Enabled accounts not used in the previous forty-five (45) days will be disabled. If no requests have been received to enable an account within sixty (60) days after disabling, the account will be removed and any associated files, including e-mail, will be deleted. Accounts identified as exempt from this monthly procedure must be reviewed annually to determine if the exempt status is still valid.

Accountability: This policy applies to all employees authorized to approve access to state network resources and DoIT system administrators responsible for maintaining user accounts.

It is the responsibility of all agency heads or their designee to enforce this policy in conjunction with the DoIT. Employees who do not comply with this policy shall be subject to disciplinary action as outlined in the Administrative Rules of the Division of Personnel.

Description: User accounts are provided to identify authorized users of state network resources and provide access to applications, data and resources as required. In order to protect against unauthorized access, accounts must be maintained as requirements change and inactive accounts routinely identified, disabled and removed.

Reference: User Account Maintenance Procedure IT Standards Exception Policy