USER ACCOUNT MAINTENANCE PROCEDURE

Purpose: The purpose of this document is to establish the standard statewide procedure for the maintenance of user accounts as specified in the User Account Maintenance Policy. This procedure applies to all state employees authorized to approve access to state network resources and the Department of Information Technology (DoIT).

Procedure: All state employees authorized to approve access to state network resources must submit a Help Desk request for user account creations, modifications and deletions. All requests should allow ten (10) business days for completion. Requests for account deletions should be submitted when the termination date is known and must specify the last effective day of employment. If a termination is unanticipated and the agency believes there is a risk with continued access, a request for “immediate termination” should be made to the Help Desk so that domain and external access can be disabled immediately. For account deletion requests, if requested in the ticket, the supervisor will be provided temporary (two week) access to review the account home directory files and mailbox contents prior to deletion. If additional review time is required, a request for an additional two week extension must be made to the Help Desk at least two days prior to the end of the initial two week review period.

A review of the last login date for all accounts will be conducted monthly within the first five business days of each month. Accounts not used in the previous forty-five (45) days will be disabled. System administrators will compile a list of disabled accounts by agency and forward to the DoIT IT Leader and the agency Human Resources (HR) and/or agency Information Security designee. For agency system application user accounts, this list should be sent to the agency information system owner for review and response. The recipients will review the list of disabled accounts to identify any accounts that should be enabled. Recipients should submit requests to enable accounts to the Help Desk. If sixty (60) days after disabling, no Help Desk request has been received to enable an account, the account will be removed and all associated files, including e-mail, will be permanently deleted.

For users identified as being on long-term leave (30 days or more), Agency HR and/or the direct supervisor should submit a Help Desk request to have the account exempt from this maintenance procedure; this will allow the account to be disabled until a request to reactivate the account is made.

Accountability: This procedure applies to all system administrators of state network resources responsible for maintaining user accounts. Enabling or reestablishment of an account must be requested via the appropriate Help Desk.

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

Description: This procedure provides a common approach to the recurring task of user account maintenance.

Reference: User Account Maintenance Policy
IT Standards Exception Policy