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Originating Office:	Information Technology Services
Responsible Executive:	Vice President for Administration and Technology
Date Issued:	01/26/2011
Date Last Revised:	08/05/2015

Faculty & Staff User Accounts

Policy Contents

I.   REASON FOR THIS POLICY

The University of South Dakota must protect its information technology (IT) resources including protecting private and sensitive data by requiring the use of electronic identifiers (username and password) to control access. This policy will be evaluated on an annual basis for ensuring its adequacy and relevancy regarding The University of South Dakota's needs and goals.

Policy last reviewed 8/5/15 by CIO Management Team

II.   STATEMENT OF POLICY

A majority of university business is completed via electronic resources. Access to email, calendars, university-owned computers, network file shares, timesheets, and many online resources require a username and password.

USD requires all faculty and staff to obtain electronic identifiers (username and password) to gain access to the resources necessary for them to successfully complete their job duties and to protect these resources from unauthorized use.

Access may be granted to various university resources as well as South Dakota Board of Regents (SDBOR) resources. Permissions granted to these resources are based upon the role of the employee.   Accounts represented by this policy include but are not limited to:
- Banner Account
- Datatel Account

- Desire2Learn (D2L)
- SNAP Account
- USD Account
- WebAdvisor Account

University assigned email addresses are an official means of communication for University employees. Employees who forward their email from their official University email address do so at their own risk. ITS is not responsible for mail forwarding settings, and the helpdesk will not provide support for unofficial email services.

III. DEFINITIONS

Banner Account: Human Resources and Finance systems. Access is gained through the SNAP Portal once permissions have been created.

Datatel Account: Student Records database.

Desire2Learn (D2L): Online course management systems.

SNAP Account: Timesheets, benefits information, and payroll documents.

USD Account: Faculty and staff access to USD specific resources.

WebAdvisor Account: Academic course management.

Unofficial Email Services: Email services not managed or contracted by ITS.

IV. PROCEDURES

Eligibility Requirements:
- Officially accepted a position through the Human Resources office.
- Payroll documents have been completed and submitted to the Human Resources office.
- Resources requested are necessary to complete job duties.

Creation of accounts:
- Requests for the following accounts must be submitted online and approved by the Human Resources department prior to creation of permissions:
  - Banner Account
  - Datatel Account
  - SNAP Account
  - USD Account
- Online requests are submitted through the myU portal > Technology Tab > Technology FAQ.

- The following accounts are created through automated processes once employment documentation is completed:
  - Desire2Learn (D2L)
  - WebAdvisor

Responsibilities:

- **Account Owner**:
  - Faculty and staff are responsible for maintaining and managing their access to accounts they have been granted.

  - At no time should a faculty or staff member share their password.

  - Use of these accounts must adhere to the guidelines set forth in the South Dakota Board of Regents (SDBOR) Acceptable Use Policy.

- **Human Resources**:
  - Reviews all account requests and marks them as approved or declined.

  - Notifies Information Technology Service (ITS) of changes to employment status.

  - Acts as a liaison for account terminations between the faculty or staff member, their department and ITS.

- **Information Technology Services**:
  - ITS personnel are responsible for coordinating the creation of accounts and set up of required permissions as well as maintaining availability of resources.

Termination of Employment:

- Access to the following accounts will be removed upon termination of employment:
  - Banner Account
  - Datatel Account
  - Desire2Learn (D2L)

- Access to other resources not outlined within this policy will be verified and removed as outlined in the termination process documentation.

- All termination notices must be submitted or approved by the Human Resources office prior to removal of permission.

- Access to the SNAP account will NOT be removed at termination, unless specified by the Human Resource office.

- USD Account Termination:
  - A notification email will be sent to the faculty or staff member two weeks prior to the account being disabled.

  - The Account will remain in the disabled status for two weeks before completing the deletion process.

  - Once the account has been deleted any emails or permissions associated with the account will be irretrievable.

o   If access is required after an account has been deleted, a new account request must be submitted specifying the required permissions.

Transition to student (only) status:

- Faculty and staff whose employment has ended with USD, yet remain affiliated as a student will require continued access to various accounts, such as:
    o   Desire2Learn (D2L) Account
    o   USD Account
    o   WebAdvisor Account

- **Desire2Learn (D2L) Access**: The username and password will remain the same for the current term. Permissions and access granted will be updated through automated processes.

- **USD Account Access**: Faculty and staff transitioning to student only status will receive a new USD Student account with a different username and email address.

  Unless otherwise specified by Human Resources, the faculty or staff member will be provided access to both accounts for a limited time, to allow time to transfer information to the new account.

- **WebAdvisor Access**: The username and password will remain the same. Permissions and access granted will be updated through automated processes.

Immediate Access Removal:

- At times it may be necessary to remove access to one or more resource immediately upon termination of employment. In these instances all access for the following will be verified and disabled:
    o   USD Account
    o   Datatel Account
    o   Banner Account
    o   SDEZBuy purchasing

- The Help Desk Supervisor should be notified one working day prior to coordinate appropriate removal of resources, whenever possible.

- Immediate removal must be initiated or approved by the Human Resources office prior to access removal.

- Special requirements must be clearly identified in writing 72 hours prior to account removal.

Email Forwarding:

- Automatic forwarding from official University email addresses to unofficial email services may result in delays or errors outside of the control of USD ITS.

- The Information Security Responsibilities Policy states that "personally identifiable information" is not to be sent unencrypted. Automatic email forwarding from official University email addresses to unofficial email services might inadvertently transmit such information without encryption.

- ITS is not responsible for mail forwarding settings, and the helpdesk will not provide support for unofficial email servers.

Special Requirements:

- All special requirements are subject to approval by the Human Resources department.

- Prior to guaranteeing any special requirements, the Human Resources department will consult with ITS to determine what is technically possible, and the most appropriate and efficient way to proceed.

- Special requirements include but are not limited to the following:
    - Out of Office email reply:
        - Out of office message is to provide recipients with the appropriate contact information now that the employee has left USD. The contents of this message must be determined by the department.
        - Implementation time: one working day

    - E-mail Access:
        - Creating a backup copy and setting up a mail forward to anyone other than the original account owner.
        - Implementation time: three working days

    - Access to Files:
        - Setting up access to anyone other than the original account owner to documents and folders maintained on the computer hard drive and network file shares.
        - Implementation time: three working days

    - New Student E-mail Account Creation:
        - If the faculty or staff member will continue to be affiliated as a student with the university a new student e-mail account will need to be created.

        - In the instance of immediate access removal, the faculty or staff member will not receive access to their faculty/staff account.

        - A back up of student related emails can be made, once the exact location of these emails has been identified and approved by the Human Resources office.

Partial Access Removal:

- Due to the intricacies involved in setting up account access and permissions to the various systems it is NOT possible to grant partial access to the following resources:
    - Banner Account
    - Datatel Account
    - Desire2Learn Account
    - USD Account
    - WebAdvisor Account

- By having an active account in any of the above mentioned resources, the faculty or staff member will have full access.

Extensions:

- All account access extensions must be approved by the Human Resources department.

- Extension requests must be submitted to the Help Desk three working days prior to account removal.

- We are not able to guarantee requests received less than three working days prior to removal.   ITS will make every reasonable effort to accommodate these extension requests.

V.   RELATED DOCUMENTS, FORMS AND TOOLS

Account Request Form: www.usd.edu/accounts/request

SDBOR Acceptable Use of Information Technology Systems Policy 7:1 - https://www.sdbor.edu/policy/documents/7-1.pdf

USD Information Security Responsibilities Policy 5.003