TIDEWATER COMMUNITY COLLEGE
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No. 5104   Rev.: 0

Policies and Procedures

Date: June 04, 2015

Subject: College Network and Email Accounts

Appendix A: Information Technology Security Access Request Form

Appendix B: Request to Continue Email Access Form

1. <u>Purpose</u>

This policy addresses the procedures for creating, retaining, updating, and deleting college network and email accounts for TCC employees and other persons whose relationship to the college warrants access to such accounts.

2. <u>Policy</u>

2.1 All current TCC employees, full-time and part-time, shall be provided a college network and email account if requested and approved by the supervisor of record in the Human Resource Management System (HRMS) for the position.

2.2 The following non-TCC employees shall be provided a college network and email account if requested and approved by the Executive Staff sponsor: work-study students, Student Government Association officers, interns, auditors, contractors, consultants, or volunteers. The email address format for users

belong to the TCC Student Government Association shall be "<username>@sga.tcc.edu".

2.3 Retired TCC employees who have been appointed to emeritus status shall be provided a college email account if requested by the retiree through the Office of Human Resources. The email address format for these users is "<username>@emeritus.tcc.edu".

2.4 Non-TCC employees shall be granted access to other electronic resources beyond network and email accounts only if supported by a contractual document specifying accessing requirements or a recommendation by the sponsoring Executive Staff member in writing.

2.5 Any user with access to college electronic resources as identified in paragraphs 2.1 through 2.4 above shall be required to complete annual Security Awareness Training. Failure to complete such training in a timely manner shall be cause for suspension of the user's access.

3. <u>Responsibilities</u>

The Vice President for Information Systems shall develop, maintain, and promulgate procedures that are consistent with this policy.

4. <u>Procedures</u>

The following procedures will be followed for the lifecycle of college network and email accounts.

4.1. Requesting College Network and/or Email Accounts

4.1.1 The supervisor of an employee or the staff member responsible for a non-TCC employee will complete and submit an Information Technology Security Action Request Form. The Associate Vice President for Human Resources will perform this function for emeritus appointees who request an email account. For current or newly hired TCC employees, no other signatures are required if no additional access is requested. The Executive Staff sponsor must sign the Information Technology Security Action Request Form for prospective users identified in paragraph 2.2 above. The signed form will be submitted to the Office of Information Systems (OIS) for processing. The supervisor or responsible staff member will receive two emails when the account is created. One email will contain the account user name and the other will contain the password. The supervisor or responsible staff member is responsible for providing the user name and password to the new user. The user name and password shall not be provided to the new user prior to the first day of employment or other relationship to the college and shall not be provided in a single email.

4.1.2 All new account holders are required to complete Security Awareness Training within 30 days of their accounts being issued.

4.2. Removal of College Network and/or Email Accounts

4.2.1 Except as provided in paragraph 4.4 below, access to college electronic resources must be terminated when an employee leaves the college. The online Termination Form must be submitted by the supervisor no later than the last day of an employee's employment. OIS and other college departments are copied when the form is submitted prompting removal of the access for the terminated employee. The online Termination Form provides an area to indicate if the employee will remain employed in another TCC position. In such cases, OIS will not delete the network and email accounts.

4.2.2 The supervisor must submit an Information Technology Security Action Request Form when a college network or email account is no longer needed but the employee continues to work for the college.

4.2.3 The Executive Staff sponsor must submit an Information Technology Security Action Request Form when a non-TCC employee is no longer associated with the college.

4.3. Suspension of College Network and Email Accounts

The accounts of account holders who have not completed their Security Awareness Training by the deadline will be suspended. Once the Security Awareness Training is completed, the procedures in paragraph 4.1.1 must be followed to re-activate their accounts.

4.4. Continuation of College Network and/or Email Accounts after Termination

The Request to Continue Email Access Form is to be used to handle the following situations: (a) retirees wishing to inform the senders their new email address, and (b) supervisor of terminating employee that wants proxy access to employee account for a period of time.

4.4.1 If the supervisor wishes to have proxy access for a period of time they must complete the Request to Continue Email Access Form.

4.4.2 Any full-time employee who is retiring from the college may request that his/her email account to remain in the college email system for one year after retiring. The full-time employee must submit the request at least 30 days before the retirement date. The request must include an alternate email address. OIS will setup an out-of-the-office message on the account stating that the employee is retired and can be contacted at the alternate email address. The message will be available for one year and then the account will be removed. Due to the possibility that former students may attempt to contact a retired faculty member, he/she may request to have the out-of-office message remain in the college email system for up to five years.

4.5. Generic College Network and Email Accounts

    4.5.1 VCCS Policy 11.5.2, User Identification and Authentication, states that generic network accounts will not be created. All network accounts must be for a specific person.

    4.5.2 Generic email accounts may be created if they are to be used for office communications. An [Information Technology Security Action Request Form](#) must be submitted from the person who will be responsible for the account. When the account is created the owner of the account will receive information on how to setup proxy access to the account. The names of all users who are required to have proxy access to the generic email account shall be included on the [Information Technology Security Action Request Form](#).

5. <u>Definitions</u>

College Electronic Resources: any IT resources that require a College Security Request Access form in order to be authorized to use the resource. Also applies to VCCS Enterprise and Commonwealth of Virginia resources.

Security Awareness Training: training to make users aware of inappropriate ways to access IT resources and to also make users more aware of ways to protect the sensitive data they will be accessing. Currently the MOAT system is being used to deliver the training.

6. <u>References</u>

[VCCS Policy 11.5.2., User Identification and Authentication](#)

7. <u>Review Periodicity and Responsibility</u>

The Vice President for Information Systems shall review this policy annually on the anniversary of its approval and, if necessary, recommend revisions.

8. <u>Effective Date and Approval</u>

This policy is effective upon its approval by the College President on June 4, 2015.

Policy Approved: Procedure Developed:

Edna V. Baehre-Kolovani, Ph.D.   Robin Ying, Ph.D.
President   Vice President for Information
                                          Systems

9. <u>Review and Revision History</u>

The initial version of this policy was approved on June 4, 2015, by President Edna V. Baehre-Kolovani.

TCC – Information Technology Security Action Request Form

Employee Required Information

Emplid:_____	**SS#: XXX-XX-**_____	**Date:** _____/_____/_____

TCC Campus/Location: ☐ **Portsmouth**   ☐ **Virginia Beach**   ☐ **Chesapeake**   ☐ **Norfolk**   ☐ **VAC**   ☐ **Suffolk**   ☐ **RAC**   ☐ **District Administration Norfolk** ☐ **Other** _____

Name Last:_____   Name First:_____   Middle Init:_____

Job Title: _____   Department: _____   Office Room No.:_____

Position Number: _____   Does this position supervise: Y or N

Faculty Classifications: ☐ Full-Time Teaching   ☐ Adjunct   ☐ Administrative ☐ Professional
Staff Classifications: ☐ Full-Time ☐ Wage (includes student worker but not work-study student)
Other Classifications: ☐ Auditor   ☐ Consultant ☐ Contractor   ☐ Intern ☐ Volunteer ☐ Student ☐ SGA

Action Needed

☐ **Add New User**
☐ **Change Current User**   ☐ **Delete Current User** (select only if no longer working at TCC)

   TCC Network Logon Id: _____ (For change or delete actions)

Check all that apply for the action selected above (add, change, delete)

☐ **LAN Account and Email access**

☐ **SIS Faculty Center Access (UWEB): permits grade posting and student advising transcripts for Full-Time and Adjunct Faculty** (Provost signature required as SR System Owner)

☐ **SIS COPYID requested if position requires more than Student Self Service:** _____ (requires Student Records and/or Student Finance System Owner signatures approvals, see link https://insidetcc.tcc.edu/reports/SIS_Security/SISSecurityDefinitions/)

☐ **HRMS COPYID requested if position requires more than Employee Self Service:** _____ (requires Human Resource System Owner approval, see link https://insidetcc.tcc.edu/reports/SIS_Security/SISSecurityDefinitions/)

☐ **Other (drives/folders, MOAT Reinstatement, etc.)** _____

☐ **Name Change**	**Old Name:**	**New Name:**
☐ **Department Transfer**	**Old Dept:**	**New Dept:**

Comments:

Authorizing Signatures

Supervisor's Signature:	**Print Name:**	Phone #:	Date:
Student Records System/Data Owner's Signature:	**Print Name:**	Phone #:	Date:
Student Financials and Financial Aid System/Data Owner's Signature: Student Financials Y Financial Aid Y	**Print Name:**	Phone #:	Date:
Human Resource System/Data Owner's Signature:	**Print Name:**	Phone #:	Date:

OIS Security Processing

OIS Mail Clerk's Signature:	**OIS Request #:**	Date:
Information Technology Security Manager:	Phone #: 822-1963	Date:
OIS Help Desk Signature:	**WICKETT #:**	Date:
TCC Information Security Officer's Signature:		Date:
VCCS ID assigned:		

Form and instructions found on https://insidetcc.tcc.edu/Reports/SIS_Security   **Form revised: 9/14/2015**

TCC - Request to Continue Email Access Form

Emplid: _____   **Name (Last, First, MI):** _____

Job Title: _____   **Department:** _____

Employee TCC Network Logon Id: _____

Option 1 – Continue Terminated Employee Email Access

☐ **Supervisor requests Proxy Access to terminated employee Email account for the time period below.**

Start Date _____   **End Date** _____

Business Case: _____

_____

Note: Employee's signature is not required for this option.

Option 2 – Retiree requests auto-reply message

☐ Retiree requests an auto-reply message in response to emails received at TCC email account for the time period below. **Request must be submitted at least 30 days prior to retirement.**

Last Day of Work: _____

The following auto-reply message will be sent in response to incoming emails:

I have retired from Tidewater Community College. I can now be reached at the following email address:

_____*. In the case of official college business, please contact the*

Information Center at tccinfo@tcc.edu *.*

Note: Employee and supervisor's signatures are required for this option.

Authorizing Signatures

Employee's Signature:	Print Name:	Phone #:	Date:
Supervisor's Signature:	Print Name:	Phone #:	Date:

OIS Security Processing

OIS Mail Clerk:	**OIS Request #:**	Date:
TCC Information Technology Security Manager:		Date:
OIS Help Desk:	**WICKETT #:**	Date:
TCC Information Security Officer:		Date:

Form revised: 9/14/2015

Instructions to Continue Email Access

This form does not substitute as a termination form, if an employee is no longer working at the college, the Online Notice of Termination form must be submitted to HR.

The form is required to allow the supervisor to request proxy access to the terminated employee's email account for a limited time.

Retirees can also use the form to request an auto-reply message to indicate the retirement status and personal email address.

Submitting the form with required signatures will greatly reduce processing time.

Section(s)	Name/Description	Reason/Function
Terminated or Retired Employee Required Information	1. Emplid	The Employee's ID from SIS/HRMS
	2. Name	The Employee's name, enter last, first, and middle initial
	3. Job Title	The Employee's Job Title
	4. Department	The Employee's Department
	5. TCC Network/email ID	The Employee's network/email id
Option 1 - Continue Terminated Employee Email Access	This option allows the supervisor to request proxy access to the terminated employee's email account for the specified period of time. Supervisor must provide: start date, end date, and business case for gaining access to terminated employee's email account.	
Option 2 - Request to Continue Terminated Employee Email Access	The retiree may request an auto-reply message to respond to emails received at the TCC email account. The message will indicate the retiree's employment status and the personal email for future contact. The request must be submitted at least 30 days prior to retirement to allow setup of the auto-reply message.	
Authorizing Signatures	The Supervisor must sign this form. The retiring employee must sign this form if option 2 is selected. Provide phone numbers so that Network Services can contact you with questions.	
OIS Security Processing	Please leave this section blank. This area is reserved for OIS staff.	