



COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL PROCEDURE

TOPIC: NETWORK USER ACCOUNTS

Procedure No.	IS-505-PR	Division	Information Systems
Supersedes	n/a	Board Policy Ref.	GP-A-104, GP-GR-807 & GP-RR-904
Related Policy	IS-505; IS-501	Effective Date	November 4, 2016 (R1)

PROCEDURE

1.0 Employee Network Account Control

1.1 Account Creation

The IT department will endeavour to provide employees access to required network and network based services access such as e-mail, PeopleSoft, file and print services, etc. within a 24 hours of notification of the Provincial Network Operations Center by the College's Human Resources department of the status of a new hire. Employees issued an account are to read and familiarise themselves with the College's Electronic Information Systems Use Policy IS-501 and its related Procedures IS-501-PR.

1.2 Account Closure

Network access and services will be disabled immediately upon notification being received from the College's Human Resources department to the Provincial Network Operations Center that a user is:

- No longer in the employ of the College through resignation, dismissal, or retirement.
- Has accepted a posting to the College's Qatar campus.
- Is on extended sick leave (unless otherwise approved by the Vice President Corporate Services and Chief Operating Officer).

- Is on extended special leave (unless otherwise approved by the Vice President Corporate Services and Chief Operating Officer).
- Has been suspended by the College.

The user's network data will be preserved and all network-based authentication systems will "lock" or "disable" the user's access account.

It is incumbent upon an employee who falls under one of the above indicated employment statuses to take the following actions in preparation for the closure of their network account and services:

- Transfer all personal e-mail communications to an external messaging service if the employee wishes to maintain those records.
- Set a notification of personal status on their electronic messaging account by the use of the "Out Of Office" notification feature indicating all relevant future contact information.
- Remove or delete all personal files on network based personal hard drive shares.

Employees will not delete, remove from College premises, copy for removal from College premises, electronically or physically transfer external to the College any:

- Personal or confidential College information as defined under ATTIPA.
- Intellectual property owned by the College or produced on behalf of the College by the employee as part of their employment with the College unless expressly authorised by the executive of the College.
- Copyrighted materials or application resources licensed under College agreements.

1.3 Account Deletion

The College will maintain all closed accounts related notifications for a period of thirty calendar days from the point at which an account is closed prior to deleting that account. All College data related to the account will be appropriately preserved to meet the legal obligations of the College as relates to the retention of data under law. If an employee at a future date requires access to that data and it is indeed available, the data can be obtained through an Access to Information request. No copies of College data will be released to any individual outside of this process.

2.0 Student Network Account Control

2.1 Account Creation

The Information Technology campus support group will endeavour to provide access to required network and network based services access such as e-mail, file and print services, etc. within 48 hours of notification that a student has been accepted for a program of study within the College. Students issued an account are to read and familiarise themselves with the College's Electronic Information Systems Use policy, IS-501, and its related procedures, IS-501-PR.

2.2 Account Closure

All network access for students will be disabled after a period of six months of inactivity on the assigned account after a student graduates or leaves the College. A student's account may immediately be closed resulting from a violation of the College's Student Code of Conduct Policy or a legal statute.

It is incumbent upon a student who will no longer be using their College network account to take the following actions in preparation for the closure of their network account and services:

- Transfer all personal e-mail communications to an external messaging service if the student wishes to maintain those records.
- Set a notification of personal status on their electronic messaging account by the use of the "Out Of Office" notification feature indicating all relevant future contact information.
- Remove or delete all personal files on network based personal hard drive shares.

Students will not delete, remove from College premises, copy for removal from College premises, electronically or physically transfer external to the College any:

- Personal or confidential College information as defined under ATTIPA.
- Intellectual property owned by the College or produced on behalf of the College by the employee as part of their employment with the College unless expressly authorised by the executive of the College.
- Copyrighted materials or application resources licensed under College agreements.

2.3 Account Deletion

The College will at its discretion, subsequent to the closure of a student account, delete or remove all stored data related to the closed student accounts. Account related data will no longer be available to the student owner of that account once the account is permanently removed from the College network services.

3.0 **Non-College Employee Network Account Control**

3.1 Account Creation

In certain circumstances the College provides access to temporary network accounts and services to contractors, business partners or other external users. In these circumstances and with the approval of the VP, Finance and Administrator or his/her designate, the Provincial Network Operations Center will endeavour to provide network and network based services access such as e-mail, PeopleSoft, file and print services, etc. within 24 hours of notification of the requirement for access. Individuals issued an account are to read and familiarise themselves with the College's Electronic Information Systems Use Policy IS-501 and its related Procedures IS-501-PR.

3.2 Account Closure

All network access and services will be disabled immediately upon notification being received from the Vice President Corporate Services and Chief Operating Officer or his / her designate to the Provincial Network Operations Center that the external individual or group no longer requires the provisioned network services.

The user's network data will be preserved and all network-based authentication systems will "lock" or "disable" the user's access account.

It is incumbent upon an approved individual or group as identified in this section to take the following actions in preparation for the closure of their network account and services:

- Transfer all personal e-mail communications to an external messaging service if the employee wishes to maintain those records.
- Set a notification of personal status on their electronic messaging account by the use of the "Out Of Office" notification feature indicating all relevant future contact information.
- Remove or delete all personal files on network based personal hard drive hares.

Individuals will not delete, remove from College premises, copy for removal from College premises, electronically or physically transfer external to the College any:

- Personal or confidential College information as defined under ATTIPA.
- Intellectual property owned by the College or produced on behalf of the College by the employee as part of their employment with the College unless expressly authorised by the executive of the College.
- Copyrighted materials or application resources licensed under College agreements.

3.3 Account Deletion

The College will maintain all closed accounts related notifications for a period of thirty calendar days from the point at which an account is closed prior to deleting that account. All College data related to the account will be appropriately preserved to meet the legal obligations of the College as relates to the retention of data under law. If an individual at a future date requires access to that data and it is indeed available, the data can be obtained through an access to information request. No copies of College data will be released to any individual outside of this process unless under court order.

Approval History	
Approved by President	February 23, 2011
Revision 1	November 4, 2016