



UCD IT Services

## **IT Services Policy for the expiry and deletion of IT Accounts (all categories).**

**Date: May 2013**

## **Background**

This document outlines the policy of expiration and permanent deletion of -

- a) UCD IT Staff accounts (all categories).
- b) UCD IT Student accounts.

## **A. UCD IT Staff accounts (all categories).**

### **Process**

The process in relation to the expiration and deletion of IT Accounts for Full/Part-time permanent and temporary employees, Non Contractual Appointees, Casual/hourly accounts and Sponsor accounts is as follows:

- The IT account will expire 1 month after the staff member comes off payroll (status N). This information is obtained running a job from the IT Services view of UCD HR system (CORE).
- Exceptions to this are reviewed on an individual business case only and further extensions are for no longer than 1 additional month.
- Staff access to some systems may be removed immediately.
- These accounts will be deleted 12 months after expiry.
- This process does not affect retired staff, staff on maternity leave or staff on career break up to maximum of 1 year.
- Should a staff member return after account has been deleted, a new account will be created as per the staff account creation process. All data from the previous account will be gone.
- Should a staff member return before an account is disabled, the old account will be re-enabled.

For exceptions to the above, we will only re-activate accounts following written communication from a Head of School or Unit and if necessary, the account can be moved to a Sponsor Account.

- It is important to note that expired accounts may only be re-activated for exceptions.
- Accounts which have been deleted will not be available for restoration.
- Mail forwarding will not be made available

It is planned that this process will become automatic in the future. Currently the process is manual.

### **Sponsored and Email only accounts not driven through the UCD HR system (CORE).**

- An expiration date of maximum 1 year is applied at the time of set up (unless shorter duration specified by Head of School/Unit)
- An automatic email is sent 30 days before the account is due to expire to give the owner of the account an opportunity to re-apply for another year.
- The account is deleted 12 months after expiry date.

## **B. UCD IT Student accounts.**

### **Process**

The process in relation to the expiration and deletion of IT Accounts for all students no longer registered with the University, who haven't graduated\*

- During the year (except July - October due to CAO advance account creation processes), a weekly job is run every Wednesday, reading from the Student System (Banner) to identify students no longer registered for 170 days (approx. 5 months) after the end of the last term they were registered for.
- Two (2) automatic emails are sent in advance to give students a chance to back up their data and reorganise their contact details. The first email is sent 60 days before the account is due to expire and the second email notice is sent 30 days before the account is due to expire.
- 30 days after receipt of this email, the account will disable. The total number of days that the account is active for after the end of the last term they were registered for is 200 days (6 months).
- There are no exceptions to this and IT Services are implementing the policy of UCD Registry with regarding the activation and use of student IT accounts.
- If students re-register within the 200 day limit, their Student (Banner) record will update and therefore their IT account will remain open.
- If a student registers for another programme after the 200 day limit, but before the 6 dormant account period, the old accounts will reactivate.
- 6 months after student accounts are disabled, they are deleted in an automatic monthly account deletion process.
- Student access to systems will be removed once the account disables.
- Should a student return after account has been deleted, a new account will be created as per the automatic student account creation process. All data from the previous account will be gone.
- It is important to note accounts which have been deleted will not be available for restoration.
- Mail forwarding will not be made available

This information is communicated to all staff and students through the IT Services IT support web pages.

\*Since May 2013, students who have graduated, continue to retain their @ucdconnect.ie email address.