Obsolete Account Access Policy

Accommodations for individuals with disabilities in accessing these policies are available upon request by emailing accessiblepolicy@wcupa.edu

Purpose and Scope

The Obsolete Account Access Policy for West Chester University Information Services & Technology computing facilities, systems and resources applies to all members of the University community, including faculty, students, staff, contractors, and affiliates, and to authorized visitors, guests, and others for whom University technology resources and network access are made available by the University. This policy also applies to campus visitors who avail themselves of the University's temporary visitor wireless network access service or eduroam access, and to those who register their computers and other devices through Conference Services programs or through other offices, for use of the campus network.

Policy Statement

The purpose of this policy is to ensure the confidentiality of separated employee data while making sure departments, supervisors and new employees can effectively continue operations and access mission-critical, university data.

This policy applies to all professional users, both current and separated.

Prior to separating from the University, employees should review instructions regarding turning over departmental shared files and any work content that the department may need to access provided in the Information Services & Technology (IS&T) Knowledge article "Getting Ready to Offboard."

To adhere to best practices regarding user data confidentiality while facilitating the continuity of business operations by providing access to necessary data previously owned by a separated employee, West Chester University is establishing a process for detailed requests and multiple levels of oversight and approval. Outside of rare occurrences with extenuating circumstances, all requests for access to email, network data storage, or other varieties of information needed for day-to-day processes, projects, or third-party contact information, must be submitted and vetted via the process outlined in the Procedures section of this policy.

Procedures

Requests for access to an obsolete account must come via the direct supervisor, or director, of the separated employee whose account contains data now needed. A review of these requests must be performed by the Chief Information Security Officer, and if deemed necessary, the scope of the access will be narrowed to an acceptable level before approval.

The request for access will then be reviewed by Human Resources and approved or returned to Information Security if the scope is deemed too broad or lengthy. Approved requests will be forwarded to IS&T, through the Information

Security Office, to facilitate the transfer of data to the requesting party. Requests for data must be made within the appropriate timeframe in conjunction with the University's Records Retention Policy.

Definitions

Obsolete Account – Account and associated data of a user that has separated from West Chester University.

Scope – The specific information types, communication sources, and timeframe of the data requested.

References

Getting Ready to Offboard https://wcupaprod.service-now.com/kb_view.do?sysparm_article=KB0011343

Reviewed by: Information Services & Technology

Policy Owner: **Stephen Safranek**

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Information Services & Technology

Office of Labor Relations Review: Review completed December 27, 2022

Approved by:

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Information Services & Technology

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