

IT Services Process Document

Staff Leavers

Prepared by: < Shelim Miah >

Version: 1.1

Ref: ITPR-002

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Date	28/02/17

Revision History			
Version	Description	Author	Date
1	Initial version.	Charles Loving	17/11/14
1.1	Amendments to step 7	Shelim Miah	24/07/15
1.2	Review and update	Shelim Miah	28/02/17

Policy Statements:	All Users who are no longer authorised to access information must have their access privileges revoked and their account terminated in accordance to the QMUL Data Retention Policy and the Information Security Policy.
Process Purpose	Implement steps so that user accounts can be disabled and later terminated. N.B. This assumes that the status of alumni email does not change – i.e. we do not offer email forwarding or any email service
Definitions:	<ul style="list-style-type: none"> • User - is defined as a person who has access to QMUL systems and/or it's information, for the purpose of this document the user is referred to as Contractor, supplier, student and staff. • Account Disabled – To disable the account so that the user is denied access, but can be enabled if necessary. • Account Termination – To delete the account and any related data, the account would not be retrievable. • Leavers – No longer part of QMUL, removed from MyHR and MySIS, in respect to Contractors a resignation has been received. • Transfer – moved from one department to the other and requires a different access privileges.

References:	<ul style="list-style-type: none"> • Data Retention Policy • Information Security Policy • DG17 – User Registration • Leavers Checklist
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Process Flow:

Staff (paid by Payroll and has a MyHR account) & Contractors (paid by Purchase Order)		
	Responsibility	Activity
1.	Line Managers	<p>Line managers of permanent and contract staff to email its-helpdesk@qmul.ac.uk informing them that one of their direct report is leaving and that their staff account should be disabled ensuring the following information is provided:</p> <ul style="list-style-type: none"> • Date of Departure • List of any other accounts beyond the ordinary staff account the user holds • Any additional privileges the User was manually granted. • Confirming that the User is a permanent or contract staff.
2.	Line Manager/Leaver	<p>Ensure that all work related data is transferred onto the Shared network in collaboration with the leaver before the departure date, so that it is available if required.</p> <p>All important emails should be forwarded to team members and an out office set up detailing who to contact.</p> <p>Ensure that any shared accounts or admin accounts is disabled and passwords are changed for shared accounts. Guidance on how to raise a ticket to disable an account can be found here.</p>
3.	Line Manager	<p>The Line Manager to ensure any IT assets issued to the user is retrieved:</p> <ul style="list-style-type: none"> • Access fob • Mobile phones • ID cards • Keys. • Laptop & power cables <p>A separate ticket should be raised in LANDesk for the collection of Access fob, mobile phones and Laptop & power cables. Guidance on how to raise a ticket can be found here. ID cards should be sent back to Security or cut into pieces.</p>
4.	Line Manager	<p>The line manager to notify the staff directory administrator of the name, and date of the leaver.</p>
5.	Line Manager	<p>The retention period starts on the departure date.</p> <p>Any exception to the retention period or status of the account after departure is to be approved by the Information Governance Board.</p> <p>If the User returns and joins QMUL again within 6 years of the</p>

		<p>initial departure, the Line manager is to inform ITS via email to request the returning User's account to be re-enabled along with any system access that has been authorised by the System owner.</p> <p>Otherwise after 6 years the account and all its associated data and emails should be deleted.</p>
6.	Purchase Order Requisitioner	<p>Where the leaver is a contractor purchase orders should be goods receipted for final invoice payments, once all payments are made an email is to be sent to helpdesk@qmul.ac.uk asking for the Agresso team to close the Purchase Order.</p>
7.	Line Manager	<p>Line managers of contractors that are to be extended should inform the Purchase Order Requisitioner a week in advance to enable a PO to be generated for the contract extension period and to prevent the Contractors user account being disabled.</p>

Appendix 1 - Flow Chart

