

Interoffice Communication

Date: October 25, 2012

To: Administrative Officers List

From: Jim Davis
Vice Provost and Chief Information Officer



David Trainor
Associate Vice President for HR



Jonathan Wickert
Senior Vice President and Provost



Re: Suspension of Net-ID (including e-mail) access upon separation of employment

The increased need for privacy and security associated with access to personal or sensitive information has prompted a review of procedures related to employee separation. A task force with broad representation of the campus (i.e., those from central administration and all divisions of the university) has recommended changes in procedures and systems to allow for automatic suspension of access to ADIN, AccessPlus for uBusiness, and Net-ID/e-mail as soon as possible after date of separation.

Since June 1, 2012, a daily process has been suspending ADIN and AccessPlus uBusiness access the day after date of separation, as recorded in the Human Resources system. The suspension process has been adjusted to accommodate procedures related to fiscal year end and to recognize semester begin/end dates (primarily for B-base Faculty and C-Base Graduate Assistants).

Change effective November 1, 2012 regarding e-mail

Beginning November 1, 2012, suspension of access based on date of separation will apply to the Iowa State Net-ID (including e-mail) as well.

1. When the termination date is known in advance, an early alert e-mail will be sent to both the department and the employee informing them of the impending separation date. The intent of the e-mail is two-fold. The message may prompt the department to initiate appropriate rehire/reappointment steps. Secondly, the message gives the employee or department the opportunity to set up an automated response for e-mail sent to the mailbox after the last day of work. The early alert notification is sent the latter of 30 days prior to termination or the day the termination date is set.

2. The automated response informs the sender that the individual is no longer at the university. It is maintained in ASW (<https://asw.iastate.edu>) and allows the employee or department to optionally enter two e-mail addresses. If neither is entered, a default message is sent that simply states the mailbox is no longer active.
 - a. The first e-mail address is for the new business contact (as set by the department). It will inform the sender that the individual is no longer with the university and provides the sender an alternate ISU e-mail contact.
 - b. The second e-mail address is for the employee (as set by the employee). It will inform the sender that the individual is no longer with the university and provides the former employee's non-ISU e-mail address. (Note: If the individual has already activated a forwarding address, it will be the default, unless changed.)
3. If a terminated employee needs e-mail access after the last day of work, a sponsored e-mail (or Net-ID) account may still be allowed. Administrative approval from department/unit leadership is required to initiate or renew the account.
4. The processes for emeritus faculty will remain unchanged.
5. Suspended e-mail accounts will remain in suspense until permanently deleted, based on the current schedule used with all e-mail accounts (6 to 18 months). The account may be reactivated if the employee returns to the university before the account is purged.

Additional information about the Net-ID suspension process is available at:

<http://www.it.iastate.edu/services/accounts/suspension>

For questions about the process, please contact the ITS Solution Help Desk (4-4000).

JW/jj