

Access requests by Ex-Employees to IT Accounts

V1.0

Introduction

As per the 'Retention of IT System Logfiles' statement (<http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures/browse-by-theme/8>) employee F drive and mailboxes are retained for 3 months after the date the HR SAP entry records the individual as leaving University employment.

Occasionally an ex-employee may request access to the contents of their mailbox or F drive. Such requests may sometimes be able to be made as a Data Protection Subject Access Request or possibly even as a Freedom of Information request. However, it is the preferred option that such access requests are responded to promptly without the formal (fee payable) access procedures needing to be invoked.

If ITS Service Desk or HR shared services receive IT access requests by ex-employees, the below process shall be followed:

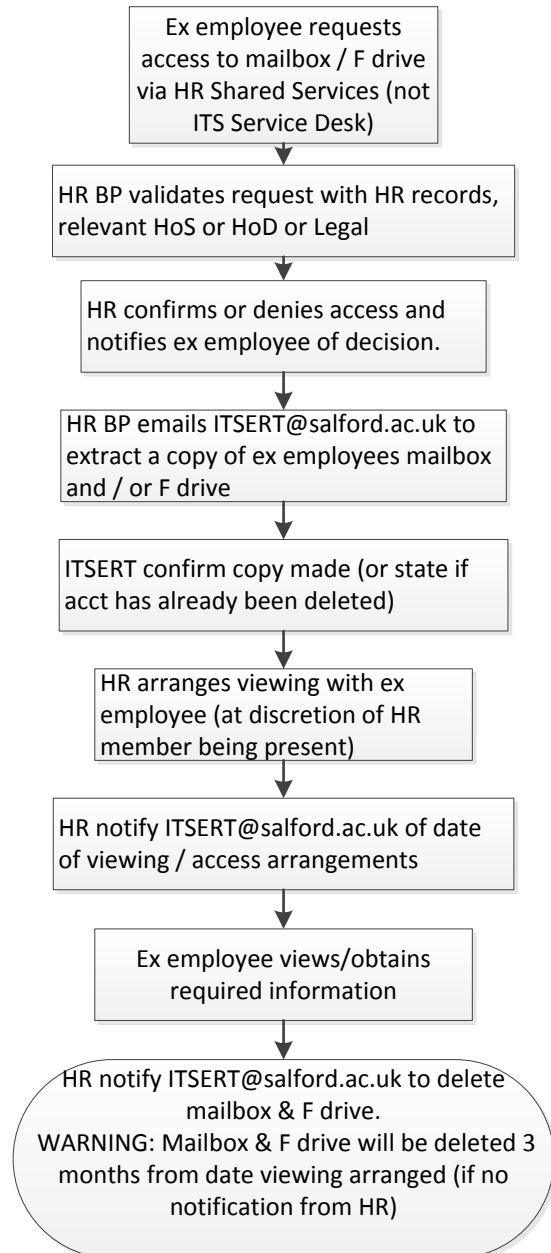
Out of Scope: There may be occasions where continuing use of University email or other systems by an ex-employee is still justified e.g. an Academic has left but continues supervising PhD students until the PhD is completed. A request to extend the IT account (with likely end date) should be sent by the relevant Head of School or Division to the ITS Service Desk

Process

1. Ex-employee should make the access request directly to the HR Shared Services Team. Requests made to the ITS Service Desk will be forwarded immediately to the HR Shared Services for further action.
2. Relevant HR member to validate the request (and the nature of the request) with relevant staff e.g. the Head of School or Head of Professional Service, or Legal Services (as there may be on-going issues with the ex-employee). NOTE: it is the HR responsibility to obtain appropriate approval.
3. If request is approved, HR member notifies ITSERT (itsert@salford.ac.uk) as soon as possible to "extract and save a copy of person x's mailbox and F drive".
4. If request is rejected, HR member to notify the ex-employee as soon as possible.
5. ITSERT confirm to HR member that the IT account is extracted and available (or if it has already been routinely deleted)
6. HR member arranges viewing by ex-employee (at discretion of HR member being present)
7. HR member to **give 3 days notice to ITSERT** of the visit and discuss arrangements for access to the material. This may include arrangements for ITSERT member to access/mount the folder.
8. HR member to confirm with ITSERT when access is no longer required. If ITSERT don't receive any such notification, the extracted data will be manually deleted 3 months after the initial viewing date.

Considerations

- F drive and mailbox may have already been deleted, in which case the material is not recoverable
- Access while viewing an enabled account may be supervised (at the discretion of HR) to reduce opportunity for unauthorised use of facilities and information. Use of personally owned memory sticks to save copies of data is not recommended due to risk of virus or other data compromise.



28 January 2015 Approved by:

Mark Rollinson

University Secretary

Governance Services

Mark Hilditch

Associate Director

IT Services

Keith Watkinson

Executive Director

Human Resources