

Associate IT Access Control Policy

Effective from 09 July 2015

Version Number: 1.0

**Author: Information Security Officer, GSU &
Resolution Manager, IT Services**

Document Control Information				
Status and reason for development New as no previous policy.				
Revision History				
Date	Author	Summary of changes	Version	Authorised
June/July 2015	C.Price, J. Green	New policy which supports Accman bulk upload release	V1.0	Mark Hilditch, ITS Andrew Hartley, LPG
Policy Management and Responsibilities				
Owner:		The University Secretary and Associate Director IT Services are joint owners of the policy. IT Services is responsible for implementing the policy in a fair and consistent manner. Responsibility for the communication and day to day management of the policy is delegated to the Head of Service Delivery//Service Desk Manager, IT Services		
Others with responsibilities (please specify):		All service desk staff and all staff acting as sponsors or delegated associate account administrators are responsible for engaging with and adhering to this policy.		
Assessment		<i>Cross relevant assessments</i>	<i>Cross if not applicable</i>	
Equality Analysis		X		
Legal		<input type="checkbox"/>	X	
Information Governance		X	<input type="checkbox"/>	
Academic Governance		<input type="checkbox"/>	X	
Consultation			<i>Cross relevant consultations</i>	
Staff Trades Unions via HR			<input type="checkbox"/>	
Students via USSU			<input type="checkbox"/>	
Any relevant external bodies (please specify)			<input type="checkbox"/>	
Authorised by:		Mark Hilditch, Associate Director IT Services Andrew Hartley, University Secretary & Director of Legal, Planning & Governance		
Date authorised:		09/6/2015 and 09/07/2015 respectively		
Effective from:		09/07/2015		
Review due:		2 years by July 2017		
Document location:		University Policy & Procedure Pages http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures		
Document dissemination and communications plan:		Associates pages on IT Services webpages		

1.0 Purpose

The purpose of this document is to specify University Policy on IT access control (granting, maintaining and revoking appropriate ICT access) around Associate accounts. This is to:

- ensure that for each associate account there is a named person who understands their responsibilities under the AUP
- ensure a clear and managed process for authorised access;
- reduce potential for unauthorised access to information systems and ICT facilities;
- ensure compliance with JANET Security Policy which requires the University to have appropriate measures for giving, controlling and accounting for access to the JANET network (See Related Documentation).

2.0 Scope

The policy covers the IT access lifecycle from account creation and on-going management through to account termination (i.e. disabling and deletion) for all types of 'temporary guest' accounts (collectively known as Associate accounts). The flowchart at Appendix 2 details how to determine the type of associate account that may be required.

2.1 To whom the policy applies

This policy applies to:

- All Associates who have been granted an IT account
- all staff acting as 'Associate Sponsors', 'Cohort Managers' or 'Cohort Management Group Sponsors'
- all IT Services staff with 'privileged access' to create and manage Associate accounts.

2.2 Definitions for the purpose of this policy

Terminology may differ from that defined below, within the Associate account provisioning system.

Associate

A person who has a legitimate relationship with the University of Salford and its business purposes, but who is not a registered student and is not directly employed by the University i.e. no contract of employment is issued. They range from temporary agency staff, independent members of University Council or Council Committees and External Examiners to conference delegates (See Related Documentation).

Associate account

Temporary IT account granted for use by an Associate. There are 2 types of Associate Account detailed below. Appendix 2 outlines the process to determine type of Associate IT account:

1. **Standard Associate Account:**

Account for a specified and named individual, with access to specified resources (dependent on associate class requested) created by Service Desk staff. Such accounts are for a maximum initial period of 18 months (the account can be extended on request but only for a maximum of 18 months at a time).

2. **Conference Account:**

An account having access to very limited specified resources issued to named individuals for short term use such as wireless internet access for external conference attendees. These accounts are

normally created in cohorts (batches). The Sponsor (Cohort Manager) creates and manages Conference accounts. Such accounts are for a maximum period of 8 weeks and cannot be extended or renewed.

Associate classes:

Associates are further defined into Associate classes and these dictate the IT resources that are made available to them. (See Related Documentation for details of Associate classes).

Associate Sponsor:

For Standard Associate Accounts: a member of University staff (often a manager) who is the main University contact point for an Associate and has authorised an Associate account.

For Conference Accounts: a member of University staff. The function is split into two roles: the Manager who requests initial access for his or her team, and the staff who create and administer Conference accounts. Appendix 3 is the Cohort Manager Agreement form. Once signed it will be held by the ITS Service Desk.

3.0 Policy Statements

3.1 General principles

1. All types of 'temporary' or 'guest' accounts will be managed as Associate accounts.
2. All Associate accounts will only be created or managed through IT Services account provisioning system.
3. A source record is required to initiate and create Associate accounts. The minimum information required is specified at Appendix 1. If this information is incomplete, the account cannot be created;
4. Each Associate account will be unique and attributable to a named individual and not be re-issued to another user.
5. The type and class of Associate account will be justified by the Sponsor as the minimum necessary for the account holder to fulfil their business purpose;
6. Associate accounts will have an end date (set at the point of creation) to reduce open but unused accounts as well as to reduce any opportunity for misuse;
7. Account creation, de-provisioning and password generation will be defined by the rules for Associate Classes and the information provided in the source record
8. The Associate Sponsor who authorises or creates an associate account must be a member of University staff (not an Associate) and is responsible for:
 - a. Ensuring that the Associate is aware and agrees that their activity will be in accordance with the ICT Acceptable Use Policy.
 - b. notifying the Associate about how to self-activate their account.
 - c. updating the ITS Service Desk (or the Associate account system) as soon as possible about changes to Associates accounts (including change of end dates).
 - d. informing the ITS Service Desk of any security incidents relating to Associate accounts.
9. Associate account holders will:

- a. comply with the ICT Acceptable Use Policy
 - b. inform their Associate sponsor if there is a change to their circumstances or requirements that may affect their associate account.
10. An Associate Sponsor cannot be an Associate him or herself unless this is agreed in writing by GSU & IT Services.

3.2 What happens when the policy is not followed

Failure to comply with this policy may lead to suspension or removal of the Associate's account and / or action against the Associate Sponsor or Cohort Manager in line with the Staff Disciplinary Policy.

Activity by any Associate account holder that is in breach of the ICT Acceptable Use Policy (AUP) will be dealt with in accordance with the procedures in the AUP.

4.0 Related Documentation

4.1 Policies listed below can be found on the University Policy & Procedure pages:

<http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures>

- ICT Acceptable Use Policy (and associated JANET Policies)
- Network Security & Connection Policy
- Data Protection Policy

4.2 IT Services Associates

- Associate classes (applicable only to Standard Associate Accounts) are listed at <http://www.its.salford.ac.uk/servicedesk/associates/class/>
- ITS Accman Bulk Upload Service - Briefing Pack (for internal use only)

5.0 Appendices

Appendix 1: Mandatory information to create an associate account

Appendix 2: Flowchart determining type of associate account

Appendix 3: Cohort Manager – Agreement form

Appendix 1: Mandatory information to create Associate accounts

Type 1: Standard Associate Account

- a) Proposed account holder details
 - a. Full name
 - b. Date of birth
 - c. Contact telephone number (in event of any issues)
 - d. Personal email address
 - e. Start date (from which account may be self-activated by account holder)
 - f. End date (at which it will be automatically disabled - max. 18months but can be renewed at end of initial 18 months)
 - g. Requires on-campus PC (Yes or No)
- b) Associate Sponsor details
 - a. Full name
 - b. School/ Department
 - c. Confirmation that Sponsor or recruitment process has verified Associate's identity i.e. has seen and checked **one** of the following;
 - i. Passport
 - ii. Driving licence
 - iii. Birth certificate
 - iv. Registration / Naturalisation certificate
 - v. Home office Indefinite stay letter
 - vi. National identity card

Type 2: Conference Account

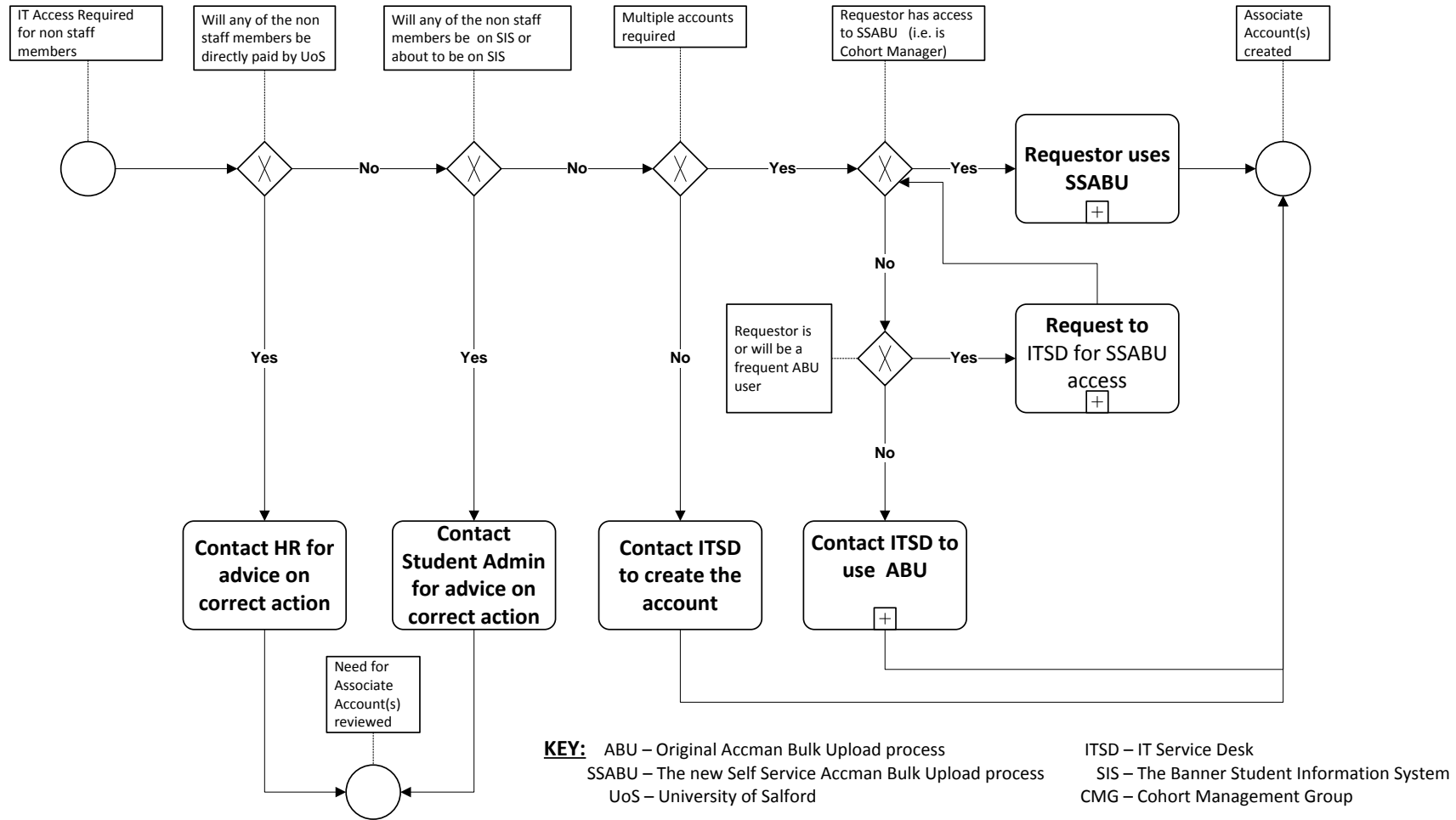
- a. Full name of associate
- b. Requesters name
- c. Requesters Company and Address incl Postcode
- d. Start date
- e. End date
- f. Requesters Contact email address

<http://www.its.salford.ac.uk/service/associates/>

The webpages pages also detail procedures and the associate request form.

Appendix 2: Flowchart determining type of associate account required

High Level Process Flow for the Creation of an Associate Account



Appendix 3: Cohort Manager - Agreement form

Please sign the below agreement and return the signed page to University of Salford ITS Service Desk, Humphrey Booth House or email ITS-servicedesk@salford.ac.uk. Please retain a copy of the policy for your own reference.

I confirm that I have read, understood and agree to abide by the attached Associate IT Access Control Policy V1.0.

Cohort Manager Details

Name:

Role:

Dept. / School: