

# NOVA IT User Access Account Policy

Northern Virginia Community College (NOVA) provides user accounts for all faculty, staff, adjuncts, contractors and part time employees of the college. Accounts issued to users are for college use only and will be audited for misuse.

Access to network resources (i.e., email, mainframe, file shares, etc.) will be granted after proper documentation has been submitted and approved. Each user will be issued his/her own account to access network resources. User accounts shall not be shared. Users will be responsible for maintaining a strong password on their account to prevent possible misuse of their account. All users are required to complete Awareness's MOAT (Managed Ongoing Awareness Tools) security awareness training on an annual basis.

## Account Creation

The online [105-045e](#) request form is used to request all college employees' computer access and can be found listed on the Forms Library page of the NOVA web site. Several separate 105-045e request procedures have been established to help expedite the basic account approval and creation process. The initial 105-045e access request process is determined based on one of the following types of employees. Following the creation of a user's basic computer account, any additional system access is requested by the supervisor as identified on the home page of the 105-045e request but the LAN account must be established before access can be requested.

- New Faculty and Staff employees – part of the Human Resources new employee process includes the submission of a 105-045e request for basic LAN and email access. Any other additional system access required by each position will require a separate 105-045e submitted by their respective supervisor.
- New Adjunct Faculty - the 105-045e is submitted by the respective Campus/Division Dean to request basic LAN/Email access. Any other additional system access required by each position will require a separate 105-045e submitted by their respective supervisor.
- New Contractor Access – the 105-045e request is submitted by the respective Campus supervisor. All contractors are required to complete additional security forms which can be obtained from the College ITSS Security Engineer.

Depending on the system access being requested will determine what approvals are required and the 105-045e will automatically be routed to each of the respective approvers sequentially. If the access required is not listed in the drop downs, Unlisted should be selected and the specific access needed should be detailed in the Notes area. Whenever Unlisted is selected the College ITSS Security Engineer is added to the approver list so he can add any additional approvers based on the access requested utilizing the Account Access Permission Requirements document. The College ITSS Security Engineer is available for assistance in completing the 105-045e. Upon completion of the required 105-045e request approvals, a Smarter Track helpdesk ticket is auto generated and forwarded to the appropriate system administrators for tracking the creation process. The user and their respective supervisor are notified once the access has been completed.

## Account Deletion

There are several methods that the ITSS Security Accounts Team is notified when an employee leaves employment and computer access can be deleted. Ultimately it is the responsibility of the supervisor to notify the ITSS Security Engineer and/or the Security Accounts Team so that access is removed in a timely manner.

- All employees leaving their position at the College must submit a 105-021 Letter of Resignation/Retirement e-Form prior to their last day (<https://eforms.nvcc.edu/formslibrary/105-021>). The 105-021 will terminate them from all NOVA systems and IT access. All questions/issues related to the 105-021 should be sent to HR at [AskHR@nvcc.edu](mailto:AskHR@nvcc.edu).
- When employees leave the college they are required to complete a 105-022 Check Out Sheet – Termination Of Employment form. A copy of which should be mailed (Fairfax, Pender 4, ITSS), Faxed (703-323-3796) or dropped off at ITSS, to the attention of the Security Engineer.
- The supervisor is responsible for completing a 105-045e deletion request for any contractor employee who leaves employment. An email notification to the ITSS Security Engineer is also acceptable. All other termination requests should go through the 105-022 process.
- Periodically when an individual's employment is terminated due to disciplinary action all computer access must be disabled and/or removed at a specific time and date or possibly immediately. A notification which may consist of a phone call and/or email is accepted from the HR Director, Admin Council member and/or upper management providing the necessary account information. This is normally followed up with a 105-045e deletion request.
- All accounts that are identified as Retiree or Emeriti will have their LAN and email access retained but all other access removed. Just as with all other College accounts, Retirees and Emeriti are required to complete the annual MOAT training.

### **Employees on Extended Leave**

It is the responsibility of the supervisor to notify the ITSS Security Engineer and/or the Security Accounts Team when an employee goes out on personal or medical extended leave in excess of 30 days as required by NOVA and VCCS policy. Following notification, the user's account is disabled and all system access is removed with the exception of LAN and email. Upon the employees return the supervisor needs to contact the IT Helpdesk (703-323-4141) to request the account be enabled. A 105-045e will need to be submitted requesting any system access that may have been removed upon the initial notification.

### **Account Maintenance**

Routine account maintenance will be performed to disable inactive/unused network accounts and delete disabled accounts that have not been used in the past year. At any time should a user find that their network account has been Disabled a request from the users supervisor is required by the Helpdesk to have the account re-enabled or a 105-045e can be submitted for reactivation of the account. Any user whose access has been deleted will be required to submit a new 105-045e access request.

- Active Directory accounts are reviewed every 1 – 2 months for network accounts that have been inactive/unused for 10 to 12 months and are disabled. Disabled accounts that have been inactive/unused in excess of 1 year are marked for deletion.
- eVA accounts are reviewed quarterly and compared to Active Directory accounts. In July, eVA account audit reviews also include eVA account notifications being sent out to all users' supervisors for their review and confirmation/approval.
- A list of users which have application system access in SIS and AIS are obtained from VCCS throughout the year. On a quarterly basis these reports are compared to the current NVCC Active Directory accounts. During one of the quarterly reviews a more complete audit is performed annually to include emails sent out to supervisors requesting verification of their user's respective system access and access level pertinent to their current role. A 105-045e and/or a Smarter Track ticket is completed for any modification or deletion of user access as identified by the supervisor or any inactive accounts.
- In addition mainframe user system access lists to include CARS, CIPPS, DMV, Payline, etc. are obtained from VCCS or DOA for review. These reviews may include account review notifications going out to the supervisors as well. Depending on the system review email requests or Issue Track tickets will be opened requesting account deletion for those users no longer requiring access.
- The mainframe automatically disables access if the account has not been accessed in 3 months.

### **Account Profile Updates (title, department, campus)**

Any user who needs to update their account profile information can do so themselves directly from the 105-045e home page. They will need to select the Edit My Profile option and with a few exceptions can update most of their profile information. For those fields that are greyed out and unable to change they can either email or call the ITHelpdesk requesting specific fields to be updated. This includes, but is not limited to; Faculty, Staff, Adjuncts and Part Time Employees.

- From the 105-045e home page click the Edit My Profile option and update any and all accessible fields. In some cases the updates may take until the following day to replicate.
- For those fields that are not accessible the user can call (703-323-4141) or email ([ithelpdesk@nvcc.edu](mailto:ithelpdesk@nvcc.edu)) the ITHelpdesk and request those additional updates or all updates if they would prefer.

NOVA ITSS has recently implemented a process where as specific user data fields are pulled from HRMS and updated into Active Directory every night which has helped keep user profiles in AD up to date.

### **Account Updates (name)**

All users requesting name changes MUST first complete their name change with Human Resources (check with HR for their current policy/requirements for name changes). After completing name change with HR, please submit the online 105-045e requesting an update to your affected NOVA accounts. This includes, but is not limited to; Faculty, Staff, Adjuncts and Part Time Employees.

- The online 105-45e must be filled out completely and submitted for approval. If possible list all current system access in the notes areas of the 105-045e.

- Paper copies of the 105-045 are no longer accepted.