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Introduction

This document expands on the principles set out in the Institutional IT Accounts Closure of Staff Accounts policy. It is intended to help SGUL staff to understand the required procedures with regards their IT accounts when they, or a member of their staff, leave the organisation.

1. Scope

The conditions in the Institutional Accounts policy apply to any SGUL staff member who has been issued with an institutional IT account, including attachments and honorary staff. PhD students may have both a staff and student account, in which case they should follow the staff policy on account closures.

2. Staff leaving the University's employ

When you leave the University, your access to the facilities provided by Computing Services will be withdrawn within 24 hours following the end date of your contract. Once your account has been suspended, you will no longer be able to access any University systems.

This includes your email, any data stored on University network drives, and any other system that requires an IT login (e.g. Library resources, Agresso and the CRIS).

2.1 Account closure procedure

Although your access to SGUL IT resources is suspended within 24 hours of your official leaving date (as agreed with HR), your account will not be completely deleted until 90 days from the suspension date. It will not be possible to recover data in your account after this point.

Data that has been identified before the account closure as 'research data' (i.e. data that supports published research findings), which must be preserved in accordance with University, funder or publisher research data policies, will have been backed up to SGUL tape storage and will be archived by the University in accordance with the legal requirements of these entities.

This data will only be preserved if the Research Data Management Service or Computing Services are notified by email: researchdata@sgul.ac.uk or itav@sgul.ac.uk.

2.2 Notification prior to account suspension and deletion

When you hand in your notice, or if you are on a fixed-term contract that is coming to an end, you will receive email reminders about the impending suspension of your IT account.

These emails will include guidance on who to contact if you have questions about transferring data so that your colleagues can continue to access shared data after you leave, and about transferring 'ownership' of any shared IT resources you might have, such as shared drives or email accounts. If you requested the creation of a new shared drive for your team, you are considered the 'owner' of that drive and 'ownership' will need to be re-assigned prior to your departure from SGUL. Contact Computing Services if this is the case: itav@sgul.ac.uk.

You will be sent reminders 30 days, 14 days, 7 days and 1 day prior to the suspension of your account.

If there is an extension in place concerning your IT account, the notifications will be sent at the same intervals prior to the end date of your extension end date. Once this date has passed, the account will be closed and data will be deleted 90 days after this point.

You must confirm with your HR Officer and your line manager about your official leaving date, as Computing Services rely on information in the HR system to determine the point at which your account will be suspended and then deleted.

2.3 Handing over data before leaving SGUL

It is important to hand over work-related data and emails to your colleagues before you leave the University. If you are unsure how to do this, email itav@sgul.ac.uk for more information on how to transfer files. Do not share your login details with anybody else.

2.3.1 Email

You may share your whole email inbox or single folders within your inbox with your colleagues in SGUL. You may add an 'out of office' or 'vacation' message that re-directs to a colleague. This will remain active for the 90 days after your IT account access is suspended. All accounts, once deleted after the 90-day period, will have a standard automatic reply with generic contact details for each Institute or Professional Services division.

Instructions on how to share or subscribe to an email inbox or folder are available on the IT System Training pages on the SGUL Portal, or by emailing itav@sgul.ac.uk.

2.3.2 Home (H:) Directory

SGUL strongly advises that you move all files to which your colleagues will need continued access after you leave from your H: drive to a departmental shared drive.

It is also possible to transfer these files to another colleague's H: drive, if this is more appropriate. Advice on copying and transferring files to either location is available by emailing itav@sgul.ac.uk.

2.4 Access to your account after leaving SGUL

2.4.1 Journal author or corresponding author

If you have just submitted a paper to a journal using your SGUL email account, or you are the corresponding author on a paper that continues to receive enquiries, you can set up an auto reply on your account redirecting the enquirer to a contact in your Research Institute after your departure. This will be valid up until the deletion of your SGUL email account, at which point senders will receive a 'bounce' notification indicating that your email address is no longer valid.

2.4.2 Access to data in deleted accounts

Your data will be retrievable within the 90-day period following the suspension of your IT account. After 90 days, data in the SGUL Microsoft 365 portal (including your email and OneDrive) will be irretrievable.

After the 90 day period, it may be possible to recover data from your H: drive as this will be kept on tape storage in accordance with the usual SGUL backup procedures. However, this access will not be immediate and is not guaranteed.

You must make appropriate arrangements for the transfer of any research data you may have kept on any of these storage locations to your colleagues. If your colleagues no longer require access to it, but it supports published research findings, please contact researchdata@sgul.ac.uk to discuss how to archive this data.

3. Staff subject to disciplinary procedures or dismissal

3.1 Disciplinary procedures

Where a member of staff is involved in a serious breach of the University's IT Conditions of Use, or they are suspended from work under the University's Disciplinary Procedure, then their account will be suspended with immediate effect. Access may only be restored with confirmation from HR.

If access by other colleagues is required to data kept in a suspended account by colleagues, e.g. for a team project, the Institutional Access to IT Account request form should be used: <https://portal.sgul.ac.uk/services/accountextension/>

3.2 Dismissal

If a member of staff is dismissed by the University, they will have their account suspended with immediate effect.

If the account holder wishes to access data held on their H: drive or in their SGUL Microsoft 365 portal storage, then they must make a request using the Access to IT Account form: <https://portal.sgul.ac.uk/services/accountextension/>. This will require approval from the Directors of Information Services and Human Resources.

If access by other colleagues is required to data kept in a suspended account by colleagues, e.g. for a team project, the Institutional Access to IT Account request form should be used:

<https://portal.sgul.ac.uk/org/lis/computing-services/itav/forms/AccountAccessRequest.pdf>

Private information may only be accessed by someone other than the owner under very specific circumstances governed by institutional and/or legal processes.

Access to any information held in another person's account must be in line with SGUL's Institutional Access to Staff and Student IT Accounts policy:
<https://portal.sgul.ac.uk/org/lis/computing-services/policies/access>

4. Closure of account following the death of a staff member

In the event of the death of a current staff member their account will be suspended immediately.

If access by other colleagues is required to data kept in a suspended account by colleagues, e.g. for a team project, the Institutional Access to IT Account request form should be used:

<https://portal.sgul.ac.uk/org/lis/computing-services/itav/forms/AccountAccessRequest.pdf>

In doing so, care must be taken not to retrieve any private information in the account, nor to compromise the security of the account concerned.

Where appropriate, personal information stored in the account may be made available to the next of kin. Requests for this information from next of kin may be made at the following form: <https://portal.sgul.ac.uk/services/accountextension/>