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| Policy Name: | ITS Account Management |
| Originating/Responsible Department: | Information Technology Services (ITS) |
| Approval Authority: | Chief Information Officer (CIO) |
| Date of Original Policy: | November 2008 |
| Last Updated: | February 2013 |
| Mandatory Revision Date: | February 2018 |
| Contact: | Director, Operations and Infrastructure, ITS |

Policy:

MyCarletonOne (MC1) is the Identity and Access Management system for Carleton University students, faculty, and staff. Information Technology Services (ITS) owns, and is the custodian of the MyCarletonOne system; and as such, reserves the right to set policy and standards relating to its configuration and management.

Banner is Carleton University's enterprise administrative system which acts as the authoritative repository for student, faculty, staff, alumni, affiliate and financial information. ITS is the custodian of enterprise system user accounts; and as such, reserves the right to set policy and standards relating to the management of these accounts.

Purpose:

This Policy defines the ITS account management practices for MyCarletonOne accounts.

Scope:

This Policy focuses on the business rules governing MyCarletonOne accounts, as well as the business rules governing accounts for all identity types including but not limited to the following:

- Full Time and Part Time Undergraduate and Graduate Students
- Continuing, Contract, and Honorary Faculty
- Continuing and Term and Casual Staff
- Alumni
- Affiliates of the University (Contractors, Vendors, Volunteers, members of the public)

The scope of this Policy does not include accounts for departmental systems and networks. Departments that manage their own IT (Information Technology) systems are responsible for ensuring that accounts comply with University IT security requirements.

Procedures:

1.0 Login Credentials

Account Names: For ITS managed computing resources, all accounts will follow the MyCarletonOne standard naming convention; i.e.; firstnamelastname (johndoe).

Passwords: For password security, all account passwords must follow the standards identified by ITS. MyCarletonOne account holders are responsible for the protection of their password. Password standards can be found in the ITS Password Policy for Information Systems.

1.1 Definitions of Account Status

Active: An active account provides access to resources such as shared drives, Exchange email, cuLearn, INB (Internet Native Banner), and print services. The user logs in (authenticates) to an IT system or network by providing the account credentials; i.e.; username and password.

Suspension: Account suspension refers to the process of rendering the account unusable. The account holder cannot log on to the IT system; however, no information related to the account is destroyed or altered. Accounts not used (logged into) for one (1) year will be suspended except in the specific cases identified below in "Account Suspension".

Deletion: Account deletion refers to the process by which the account and associated resources are permanently deleted. In the event that the individual associated with a deleted account returns, the account and all resources will need to be recreated.

2.0 MyCarletonOne Accounts

2.1 Roles

Roles are a fundamental concept to the operation of MyCarletonOne accounts. The MyCarletonOne system provisions and de-provisions accounts based on roles. These roles are derived from attributes of the person stored in the authoritative Banner database.

2.2 Account Provisioning (Active Status)

All individuals requesting a MyCarletonOne account must have a valid Banner ID. MyCarletonOne accounts are created for any of the following types of identities:

- Continuing and Term Staff
- Casual Staff Recurring
- Casual Staff Paid by Timesheet
- Continuing and Term Faculty Members
- Contract Instructors
- Honorary Faculty Members
- Full Time and Part Time Undergraduate and Graduate Students
- Affiliates (Contractors, Vendors, etc.)

When a MyCarletonOne account is provisioned, access to services will be granted based on the roles held by the user.

2.3 Account Suspension

Any MyCarletonOne account that has not been used for 12 months will be subject to suspension.

MyCarletonOne is a role-based system; and as such, accounts will only be fully suspended once all access granting roles have been removed from an identity. When an identity loses a role it may result in partial disabling of the user's access.

Roles are removed from an identity based on events in the Banner system as follows:

Students

- Undergraduate students will have their MyCarletonOne account suspended if the individual has not been registered for a course for 9 consecutive academic terms
- Graduate students will have their MyCarletonOne account suspended if the individual has not been registered for a course for 3 consecutive academic terms

Faculty

- Faculty in a continuing or term role will have their MyCarletonOne roles removed once their employment relationship with the University ends (retirement, termination of employment, etc.), triggering suspension
- Contract instructors will automatically have their MyCarletonOne roles removed 9 consecutive terms without a teaching assignment triggering suspension
- Some Honorary faculty members (Professor Emeritus) keep their appointments and their MyCarletonOne roles in retirement, thus enabling access to IT services beyond the formal employment relationship with the University, or for a defined term
- Faculty members on sabbatical do not lose their faculty role in Banner and therefore will not have their MyCarletonOne accounts suspended

Affiliates

- Affiliate accounts are created with a predetermined expiry date – within 2 weeks of the expiry date, ITS will contact the Sponsor (Manager) to confirm the expiry of the account

Staff

- Staff MyCarletonOne accounts will be suspended once their employment relationship with the University ends (retirement, termination of employment, etc.)

Leave Of Absence (Paid/Unpaid)

- Employees on leave of absence will not have their MyCarletonOne account suspended; however access to INB Banner will be disabled – an employee's Manager may make a request to have this access retained during the leave of absence period

Disability Leave (Short/Long Term)

- Employees on short term disability leave will not have their MyCarletonOne account suspended
- Employees on long term disability leave will have their accounts suspended; however, an employee's Manager may request to have access retained

3.0 Change of Roles

When an account holder changes roles within the University; e.g.; changes jobs, the following rules govern the MyCarletonOne account:

- Access permissions related to the old role will be removed unless otherwise instructed by the Manager responsible
- Access permissions related to the new role must be requested by the new Manager

Compliance:

Non-compliance with this Policy may result in disciplinary action.

Contacts:

Director, Operations and Infrastructure, ITS

Links to Related Policies:

<http://www.carleton.ca/secretariat/policies/>

- Acceptable Use Policy for Information Technology (IT)
- Password Policy for Information Systems