



## BERGEN COMMUNITY COLLEGE POLICY

<b>Policy Name:</b>	IT Account Lifecycle Policy				
<b>Section #:</b>	IT	<b>Section Title:</b>	Information Technology	<b>Former #:</b>	
<b>Approval Authority:</b>	Board of Trustees		<b>Adopted:</b>	10/13/22	<b>Reviewed:</b>
<b>Responsible Executive:</b>	Chief Information Officer		<b>Revised:</b>		
<b>Responsible Office:</b>	Information Technology		<b>Contact:</b>	ngupta@bergen.edu	

### 1. Policy Statement

The purpose of this policy is to define the stages and timing of the Bergen Community College's student IT account lifecycle.

### 2. Reason for Policy

This policy provides Bergen Community College with explicit timelines on the closure of user accounts. The College must keep an accurate and timely account registry to protect the personally identifiable information of our community members, the integrity and availability of our systems, and to further maintain cost efficient infrastructure and licensing.

### 3. Who Should Read this Policy

This policy applies to applicants, students, former students, current employees and former employees of the College and applies to all systems such as but not limited to operating systems, applications, databases, devices, directory services, e-mail, cloud applications, and stand-alone systems.

### 4. Resources

n/a

### 5. Definitions

"Active Directory" is the centralized user account directory that users authenticate against to obtain access to applications, devices, and data.

"User" is a person that has been authorized to interact with an Information Technology system such as an application, device, database, or dataset among others.

"User Account" is an account configured by a system administrator either manually or using automation which is assigned to an individual user. Accounts can be locally configured or part of a User Account Directory such as Active Directory.



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### 6. The Policy

#### **New Students**

Individuals who apply and are admitted to Bergen Community College will be provided with a *Basic Student Account* which provides limited access to systems needed for testing, registering for college courses and applying for financial aid. Admitted students, who are not registered, will **NOT** be issued a Bergen email and all communication from the college will be sent to the personal email provided in the application. This account will remain active for 1 year from the time of applying and will then be deleted.

#### **Registered Students**

*Basic Student Accounts* will be transitioned to a *Full Student Account* automatically when the student registers and accounts will be further provisioned with access to additional systems as required. Full Student Accounts will remain active for 6 months after the last day of class in which they were registered. After that period the full student accounts will transition to a *Basic Student Account* for a total period of 2 years from their last day of attendance. Students will lose access to most College systems including BCC Email and Google Drive. Students are encouraged to copy personal items to personal storage and anticipate the closure of their accounts. Mailbox contents are not recoverable after account closure.

#### **Students returning within 2 years:**

Students returning within 2 years of their last day of attendance can reactivate their Active Directory accounts by registering for a course. The student will be assigned a Full Student Account with the same student username and email.

#### **Students returning after 2 years**

Students returning after a hiatus of 2 or more years will need to reapply to the college. The student will be issued the same student ID, as it will never change or be used by another student. However, students may be issued a different username and email address, depending on the uniqueness of their name.

#### **Employees**

Employee user accounts are enabled on the official start date of the employee. User account credentials are to be sent to the new employee's personal e-mail as recorded at the time of hire. All employees are provided a bergen.edu email address. The direct supervisor is responsible for requesting additional access for specific systems. Employee's user account and email access is disabled at the end of their last day of employment.

Employees are advised to set an out of office alert identifying their direct supervisor as the contact one week before the last day of employment. Human Resources or the direct supervisor may request this message to be set on the employee's mailbox after the employee's last date by contacting the Information Technology department.

#### **Retirees**



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Employees who retire from Bergen Community College do not retain systems access or access to their bergen.edu email address. Retirees can request a retiree.bergen.edu email account. Such a request should be made in writing to the Human Resources department.

### **Third Party Accounts (College affiliates, contractors, professional services)**

The College may create accounts for contractors or other third parties to perform work or represent the College. The contract manager is responsible for establishing the identity of the individual and submitting an Access Request Form to the IT Help Desk and authorizing the individual's access. Third Party Accounts receive access to only what is requested and are not automatically entitled to e-mail, portal, or other licensed services. The third-party individual must sign the access request form as acknowledgement of Acceptable Use Policies. The maximum duration of a third-party account is 6 months and access is set to automatically disable. If access is required for longer than 6 months, the Bergen Community College contact responsible for the third-party account may reauthorize an extension only at the end of the 6 months.

### **Electronic Contents After Employment**

Information Technology will maintain contents created by employees on home drives and mailboxes for 6 months in backup. Upon request and authorization of an Executive Team Member, access to this information may be provided temporarily to the departed employees manager or to Human Resources. All such access will be revoked after 60 days. It is the responsibility of the departed employee's manager to copy/move data to a shared resource. Information may be retained indefinitely if it is subject to litigation.

### **Deceased Students and Employees**

Bergen Community College community members who become deceased may have their beneficiary or estate request access to the electronic content through legal process. These requests will be handled on a case by case basis and privacy of College information will be carefully handled. All personal user created content belonging to the deceased will be deleted after 1 year.

## **7. The Procedure**

n/a