
University College Cork

Access to IT Services

Version 1



This procedure explains which staff members are entitled to IT services

Document Location

<http://www.ucc.ie/en/it-policies/procedures>

Revision History

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Version Number/Revision Number	Revision Date	Summary of Changes
0.2	17/09/2013	Updated
0.3	07/11/2013	Revision of occasional staff access entitlements
0.4	11/02/2014	Addition of dormant accounts detail, forwarding to EMEU.

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1. Purpose

The purpose of this document is to identify IT services and applications delivered or supported by UCC IT Services that are consumed by UCC staff. Specifically this document aims and to clearly outline entitlements (authorisation) to these services and policies in relation to the granting and revoking of such access.

Access to IT Services is generally provisioned via UCC 'network accounts' (either 'CENTRAL' or 'NETID'). The processes and procedures by which these network accounts are managed are critical to ensure that the university can deliver a secure and reliable service. It also imperative that IT Services can deliver this service in a cost effective manner. Finally IT Services must meet best practice in the granting and revoking of access to services to meet regular audit requirements.

2. Scope

This procedure document is restricted to services that are delivered to UCC staff and therefore excludes student specific services.

The services that are currently within scope of this document are:

- Personal Accounts on CENTRAL
- Forwarding Mail for External Mail-enabled Users
- eduroam
- Edugate
- Remote access to Core Self Service and Agresso

This document will be updated as other existing services are reviewed and policies in relation to authorisation agreed. In addition new services will be added as necessary.

Additional services provided by IT Services are provisioned by request. They include:

- Content Management System (CMS) access
- Core and Agresso Back Office
- Further role-dependent services

3. Procedure Change Process

Any changes to this document must be reviewed and approved firstly by IT Services management group and then by IS&ER.

4. Staff Definitions

The following is a list of terms and definitions that are relevant to this procedure document.

Academic Staff	Staff with a current UCC employment record who are classified as academic, academic medical consultant, academic dental consultant or clinical staff. Specifically such staff are identified within the HR System with one of the following subcategories – Academic, Academic Consultant Dental, Academic Consultant Medical or Clinical Staff.
Non-Academic Staff	Staff with a current UCC employment record who are classified as administrative staff, support staff, Services/Works/Grounds /Security staff, or Technical Staff. Specifically such staff are identified within the HR System with one of the following subcategories – Administrative, Security/Services/Works/Grounds, or Technical.
Core Staff	This refers to a group of Academic, Non-Academic, and Research Staff. The term current staff can also be used to refer to Core staff.
Leavers	Staff who leave UCC as a resignation or because a contract is completed and not renewed.
Occasional/Hourly Staff	In general staff who work less than 20% of a post in a part-time capacity. Identified within the HR system with the subcategory Occasional Part-time.
Research Staff	Staff with a current UCC employment record who within a research area, on a research project or who directly support the research function of the university. Specifically such staff are identified within the HR System with one of the following subcategories – Research Academic, Research Administrative or Research Technical.
Retired Staff	Staff who have retired from UCC.
Seconded Staff	Secondment is the temporary loan or attachment of an employee to another organisation or a different part of the same organisation, for a specific purpose, for a defined length of time and for the benefit of all concerned. Identified within the HR system with the subcategory Secondment.
Studentships	Postgraduate students who are on studentships/stipends funded by private enterprise (Research funded) or UCC departments.

There are also summer studentships (Bursary). Note these students have an 'Sxxxx' staff number. However they can also have an additional xxxxx staff number if undertake normal occasional work in UCC. In that case they will also appear under Occasional/Hourly. Studentships are identified in the HR System with one of the following subcategories - Tax Exemption form Received or Not Tax Exempt.

5. IT Services for Staff

This table presents the standard services provisioned for core staff and occasional/hourly staff and the effect of change of status on these services. Services for core staff are approved automatically via the staff member's CoreHR record. Services for non-core staff are approved by a request to Head of Operations from the relevant Head of Department.

SERVICE or APPLICATION	STAFF		CHANGE OF STATUS		
	CORE STAFF	OCCASIONAL OR HOURLY	RETIRED	EXTENDED LEAVE	LEAVER
User account on central.ad.ucc.ie + campus LAN access + Exchange mailbox and webmail via OWA	√	x	Retain mailbox access via web/OWA	Retain mailbox access via web/OWA	Removed
Remote Access to self-services (Agresso, Core Portal)	√	√	Removed	Removed	Removed
EDUGATE & EDUROAM	√	x	Removed	Removed	Removed
Shared folders NAS	√	By request	Removed	Removed	Removed
Staff Wireless	√	x	Removed	No change	Removed

6. Services

6.1 UCC Staff Email Account

Description: IT Services are responsible for creating, managing, and deleting staff email accounts. In addition IT Services will enforce agreed policies and procedures underpinning this service.

Currently these procedures are primarily manual but the intention is to automate them in the near future.

Procedure: **Who is eligible to receive a UCC Staff email address?**

As standard the following groups of staff are entitled to an email account provided they have a valid UCC Staff number:

- Academic Staff
- Non-Academic Staff
- Research Staff

How can staff (who are entitled as above) request a UCC staff email account?

Please contact UCC Staff IT Helpdesk quoting your staff number. Contact details are staffithelpdesk@ucc.ie or phone 4902120. Further information is available at <http://www.ucc.ie/en/staffitservices/helpdesk/>

I am employed by UCC but I do not meet the above criteria can I still obtain a UCC Staff email account?

There are some instances when a person is not automatically entitled to an email.

1. A new member of staff may not yet have been setup on the HR system and therefore IT Services have not been notified. The new staff member must request staff number directly from HR.
2. Occasional Hourly staff or Studentships are not entitled by default.

In these scenarios a request must be made by the Head of School/Department/Unit to headofoperations@ucc.ie with the following mandatory information

-
- ✓ Staff number
 - ✓ Full name (including any middle initials)
 - ✓ Department
 - ✓ Phone number
 - ✓ Agreement that person can be added to the department distribution list

Can non UCC employees or Visitors receive an email address?

UCC does not allocate email accounts to third parties or contractors.

In very limited and exceptional situations a Head of College or Vice President can request email access for non UCC employees or visitors. Such requests must be sent to headofoperations@ucc.ie with the following mandatory information

- ✓ Full name (including any middle initials)
- ✓ Department
- ✓ Expiry date of mailbox (mandatory – maximum 12 months)

Note however that there may be future cost implications to Colleges for any such email accounts.

When are UCC Staff email accounts expired?

There are a number of scenarios that will trigger the expiry of a UCC email account.

1. IT Services will be notified by HR when any member of staff leaves UCC. This may be due to a resignation or a contract end date. **IT services will expire the email account (and domain account) 30 days after the HR leaving date.** Users must ensure that they have backed up all relevant files before this 30 day grace period expires.
2. Non staff and Visitor email accounts will be expired based on date of expiry provided by Head of College or Vice President on initial account setup request.

Exceptions to this expiry procedure are reviewed on an individual business case basis and any extensions are for no longer than 1 additional month. Accounts can only be re-activated following an email from the Head of Department/School/Unit to headofoperations@ucc.ie

This expiry procedure does not apply to email addresses for Retired staff, staff on maternity leave, or staff on career breaks up to 1 year.

All UCC email accounts will be deleted on expiry.

What happens to dormant accounts?

An account is considered to be dormant if it has not been used for a period exceeding 12 months. Dormant accounts will be disabled and any attached email mailbox will be deleted at this time. Staff email accounts that are deleted cannot be recovered.

How to request an extension on an e-mail account expiry?

There are limited scenarios where staff leaving UCC will require access to a UCC email address beyond the 30 days. This is specifically relevant to academic and research staff who continue to receive communication on a UCC email address related to UCC publications that they authored. IT Services can postpone expiry for up to 4 months. To avail of an extension the Head of Department must send a request to headofoperations@ucc.ie with the following mandatory information

- ✓ Staff number
- ✓ Account name
- ✓ Proposed new expiry date (cannot exceed 4 months beyond leaving date)

6.2 Personal Active Directory account on CENTRAL

Description: An Active Directory account allows users to logon to computers on the central domain and trusted domains as well as enabling access to other services such as shared folders and UCC personal mailboxes as appropriate.

Procedure: **Who is eligible to receive a UCC central domain account?**

As standard the following groups of staff are entitled to a Central domain account provided they have a valid UCC Staff number:

- Academic Staff
- Non-Academic Staff
- Research Staff

Alternatively if a staff number has yet to be provided or the intended user is not in the groups above (for example Occasional Hourly staff or Studentships then a letter from the Head of Department is required).

How can staff (who are entitled as above) request a UCC staff Central domain account?

Please contact UCC Staff IT Helpdesk quoting your staff number. Contact details are staffithelpdesk@ucc.ie or phone 4902120. Further information is available at <http://www.ucc.ie/en/staffitservices/helpdesk/>

Central personal accounts for staff will be deactivated once the staff member leaves UCC and any associated mailbox deleted after six months.

When staff retire then all privileges on central accounts will be revoked including network logon. However retired staff can keep their UCC mailbox and access same via Outlook Web Access (OWA)

Forwarding Mail for External Mail Enabled Users (EMEU)

Description: There are a limited number of Schools, departments, and centres that manage their own local staff email accounts including Tyndall National Institute and Department of Computer Science. Staff with such email addresses may require an alias or forwarding address. This means that they can have a @ucc.ie email address that will forward all emails to their local accounts. This is not a physical mailbox.

Procedure: The following staff are entitled to an EMEU once they have a valid UCC Staff number:

- Academic Staff
- Non-Academic Staff
- Research Staff

Eligible staff can request a UCC EMEU by contacting staffithelpdesk@ucc.ie or phoning 4902120 providing the following information:

- ✓ Staff number
 - ✓ Full name (including any middle initials)
 - ✓ Local email address
 - ✓ Department
-

✓ Phone number

Alternatively staff in these departments can request a UCC Staff email account that can be maintained separately to the local account. Refer to details above to request an account.

When staff retire then these EMEUs are deleted.

6.3 eduroam

Description: eduroam (EDUcation ROAMing) is the secure, world-wide roaming infrastructure used by affiliated research and educational facilities to allow their staff, students and researchers to visit other participating institutions and continue to have wireless connectivity.

Procedure: The following staff will be granted access to this service:

- Academic Staff
- Non-Academic Staff
- Research Staff

Staff who leave or retire from UCC will not be authorised to use this service and access will be revoked on the date of leaving or retiring from UCC.

Only current staff will be eligible to use this service. Staff who leave or retire from UCC will not be authorised to use this service and access will be revoked on the date of leaving UCC.

eduroam will require your U.C.C. Central or NetID username and password to access the wireless in the visited institution.

- username: *NetID* @**ucc.ie** N.B. you must add "@ucc.ie" to your NetID for your wireless access to work.
- password: *NetID* password given to you by the helpdesk

If you are having trouble connecting to the visited institutions wireless first check their eduroam webpage to verify the details on how to connect. If that still does not work please email eduroam@ucc.ie or call +353 21 490 2120.

6.4 Edugate

Description: Edugate is a service offered by HEAnet in co-operation with HEAnet client institutions. Edugate allows users to access to participating services such as electronic journals. For further information on Edugate go to <http://www.edugate.ie/>

Procedure: The following staff will be granted access to this service:

- Academic Staff
- Non-Academic Staff
- Research Staff

Staff who leave or retire from UCC will not be authorised to use this service and access will be revoked on the date of leaving or retiring from UCC.

Edugate will require your UCC network logon (e.g. Central or NetID username and password) to authenticate for access to the visited institution's services. The visited institution's IT services should offer a list of supported institutions and service provides. Choose UCC and you will be redirected you to UCC's Edugate authentication page.

If you are having trouble accessing the visited institution's services first check with their IT helpdesk to verify the details on how to connect. If that still does not work please email edugate@ucc.ie or call +353 21 490 2120.

6.5 Remote Access to Employee Self Service (ESS)

Description: Eligible staff can now access Agresso or CORE Portal remotely in order to submit expenses from outside UCC or to access payslips from home.

Procedure: The following staff will be granted access to this service:

- Academic Staff
- Non-Academic Staff
- Research Staff
- Occasional/Hourly Staff

Staff who leave or retire from UCC will not be authorised to use this service and access will be revoked on the date of leaving or retiring from UCC. Staff that need to submit expenses after their leaving date must contact the Finance Office to submit these expenses manually. Similarly staff who require a payslip after they have left

must contact the Payroll Office.

Remote access to ESS is available here: <https://ra-serve.ucc.ie:10443/remote/login> and is also available via the ESS web page at <http://www.ucc.ie/en/ess>.

To logon to the access gateway, use your @ucc.ie email address as the logon name and your CENTRAL account password. When you have successfully logged on you will see two services, one for ESS and another for Agresso. Select the service you wish to use and logon as you would on campus.

7. Breach of Procedure

In order to protect University data and staff and student personal data, The University operates a strict adherence to this procedure. Users are encouraged to be vigilant and to report any suspected violations of this procedure immediately to staffithelpdesk@ucc.ie. On receipt of notice (or where the University otherwise becomes aware) of any suspected breach of this procedure, the University reserves the right to disable any User and access to the University's IT Resources.

8. Revisions to Procedure

The University reserves the right at any time to revise the terms of this AUP Policy. Any such revisions will be noted in the revision history of the policy, which are available to you on the website and by continuing to use the University's IT Resources following any updated you will be deemed to have accepted the revised terms of this Policy.

9. Further Information

If you have any queries in relation to this policy, please contact:

Director of IT Services

University College Cork

Tel: 021 4902215

Email: it_director@ucc.ie