

Information Services Policies & Procedure

Policy on Logon Accounts

Revision History

Date of this revision: 23/11/2020

Version	Date	Resp	Reason for change
0.1	02/08/2013		Creation of Document
1.0	14/02/2014	GC	Approved
1.1	23/10/2019	PN	Update with Identity Changes
1.2	08/07/2020	PN	Complete overhaul of document
1.3	23/11/2020	PN	Additional key changes

Approvals

This document requires approval by the IT Services Management Team and IT Steering Committee.

Approved By	Date	Version	Notes
ITS-MT	13/11/2020	1.3	
ITSC	19/11/2020	1.3	Was approved subject to minor amendments which have been made as requested.

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Introduction

Scope

A UCC Logon account is required to access UCC online services. This document details the logon accounts in UCC and policies for the creation and termination of the accounts.

Account Management

Introduction

UCC IT Services is responsible for the creation and management of logon accounts. An account consists of a username and a password and depending on the account type may also include a UCC email address. Logon accounts are provided to named individuals only.

UCC Logon Accounts should be used with UCC online services only, and not used to sign up to other non UCC supported Internet based services.

The processes and procedures by which accounts are managed are critical to the security of the university's digital estate.

Accounts are provided for:

- Staff
- Affiliates
- Students

Staff & Affiliate Accounts

Staff accounts are classified as 'Core Staff Accounts' or 'Sponsored Accounts'. Definition of Core Staff and Sponsored Accounts are in [Appendix B](#)

Core Staff Account

Creation:

Accounts for Core Staff are automatically created after the Department of Human Resources inform IT Services with details of the new staff member. Core Staff Accounts are Full accounts with a UCC mailbox and access to all authorised services. More details on these services are available here <https://www.ucc.ie/en/it/services/logonaccounts/>

Account Expiry:

When a HR record has changed to ended (not retired), the account expiry process will initiate. Staff must ensure they have backed up all relevant data before the 60 day grace period expires. After the 60 days, the account is deleted. If the account needs to be maintained beyond the leaving date then the account must be sponsored.

Special Leave:

For staff on Maternity Leave or Career Break of 1 year or less, no change will be made to their account, unless IT Services are otherwise instructed

Sponsored Accounts – Full, Light or Affiliate

Sponsored – Full:

A Full Sponsored Account is an account that is requested by a head of department for a person that is identified in the HR system as Occasional or Studentship or for a person that is external to UCC that will be in a UCC staff role. It provides access to UCC email, Microsoft O365 services and to full versions of Microsoft Office for desktop and laptop computers

Sponsored - Light:

A Light Sponsored account is an account that is requested by a head of department for a person that is identified in the HR system as Occasional or Studentship or for a person

that is external to UCC that will be in a UCC staff role. It provides **web browser only** access to UCC email & Microsoft O365 services and Microsoft Office.

Sponsored - Affiliate: An **Affiliate** Sponsored account is for a specific scenario where a person only needs access to on campus Eduroam Wi-Fi and/or an online service or application. These accounts are not able to log on to on campus computers and do not have access to UCC email and Microsoft services (O365 & Office)

Note these accounts are not intended for short term visitors to campus, please see <https://www.ucc.ie/en/it/services/logonaccounts/> for visitor information

Account Lifetime: Account sponsorship is for a maximum period of 12 months. If the account needs to be extended beyond this time, the process above must be completed again for another twelve months. Account holders are notified by email that their account will expire 30 days beforehand and must ensure they have backed up all relevant data before the account expires. UCC provides a number of options for backing up research data as outlined here: <https://libguides.ucc.ie/researchdataservice/storageandbackup>

Account Request Process: If a person is not entitled to a Core Staff Account by virtue of leaving UCC, being classed as occasional, studentship, campus company etc. or are completely external to UCC, the Head of School, Department or Unit may request a sponsored account for the person. An online request must be made by the Head of School/Department/Unit through IT Services ServiceDesk Portal <https://servicedesk.ucc.ie/>

Note If a mailbox is requested (full or light), that person will be added to the department email distribution list

Note: Sponsored accounts may incur a charge. Please see the link below for the most up to date information: <https://www.ucc.ie/en/it/services/logonaccounts/>, account charges are displayed on the Sponsored Account section of the ServiceDesk portal <https://servicedesk.ucc.ie>

Dormant accounts

An account is considered dormant if it has not been used for a period exceeding 12 months. Dormant accounts will be disabled, and any attached email mailbox or OneDrive storage will be deleted, once deleted they cannot be recovered. After 6 months, the disabled account will be deleted, and the account name and email address will be available to new staff members.

Student Accounts

Registered students

Creation: Accounts for registered students are automatically provisioned based on their student record. The account is referred to as a Student IT Account

Account Expiry: When a student record changes to being no longer registered, this is flagged in the student record system and all services for registered students only will no longer be available. However, the account (user logon) will remain to allow access to student email, MystudentAdmin and other authorised services (student email accounts are only disabled or deleted where they violate UCC's policies or Googles terms and conditions).

Alumni

Alumni retain their account (user logon) but may only have access to subset of services. Services may be removed as required.

Dormant accounts

An account is considered to be dormant if it has not been used for a period exceeding 18 months. Dormant accounts will be disabled but all services will remain attached for registered students. Student email accounts will remain for both registered students and alumni, but will be inaccessible until they are enabled again by request.

Account Security

IT Services employ several different tools and services to protect your account. Some of these are specified below but this toolset is constantly changing with the ever evolving threat landscape. For the latest information on IT Security in UCC, please read: <https://www.ucc.ie/en/it/security/>

MFA – Multi Factor Authentication

Multi-factor authentication (MFA) is an extra layer of security for your University logon account. Verifying your identity using an additional factor (something you have in your possession, such as your phone) prevents others from accessing your account, even if they know your password. More information on this is available at:

<https://www.ucc.ie/en/it/services/mfa/>

SPPR – Self Service Password Reset

Self Service Password Reset (SSPR) enables you to reset your @ucc.ie password anywhere anytime without the need to contact our Service Desk. Self Service Password Reset can be used when you have forgotten your password, your password has expired, you wish to reset/change your current password or you want to unlock your account. Further details are available here:

<https://www.ucc.ie/en/it/services/passwordreset-sspr/>

Your Responsibilities

You are expected to make no unauthorized attempts to gain access to any account not belonging to the you on any UCC system. Any suspected unauthorized use of your account should be reported immediately to IT Services. You are responsible for all use of your account(s), including choosing safe passwords and ensuring file protections are set correctly. Access is granted to individuals, not groups of individuals; passwords are not to be shared under any circumstances. You are responsible for the integrity of your own data. Where appropriate, you should make back-up copies of your data files. You are expected to comply with all hardware and software licensing agreements. Software is licensed by the University for users and may be subject to limitations.

You are expected to comply with the acceptable use policy <https://www.ucc.ie/en/it-policies/policies/au-pol/>

UCC's Responsibilities

UCC is responsible for the architecture, hardware, software and networking of computers on campus. IT Services ensure that employees have access to the central computer systems as appropriate. The university also ensures that all appropriate IT security measures are in place as required. This will change depending on the circumstance. IT Services are responsible for defending against internal or external cyber attacks with the resources made available to us.

IT Security Policy

Please familiarise yourself with UCC's IT Security Policy: <https://www.ucc.ie/en/it-policies/policies/security/>

Additional Information

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 (Staff) or sit@ucc.ie (Student). 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 account and access to the University's IT Resources.

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.

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

Appendices

Appendix A – Student Definitions

Applicant

An applicant is defined as a student that has accepted a university offer and is listed in the University's student record system as having done so.

Registered

A registered student is an undergraduate or postgraduate student that is currently registered for a course in UCC. Students that have started a course and have deferred a place are also considered registered.

Alumni

An alumnus, for the purposes of account management, is a student that has been awarded a qualification from UCC.

Appendix B – Other User Type Definitions

Core-Staff

This refers to a group of Academic, Non-Academic, and Research 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.

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.

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.

Leavers

A leaver is a specific type of sponsored staff. Leavers are Core Staff who leave UCC as a resignation or because a contract is completed and not renewed. Leavers can be sponsored for up to 12 months.

Retired

A retired staff member is defined as a Core staff member that has retired from UCC.

Conference User

Conference users are short term specific use accounts for users attending conferences in UCC.