

Introduction

This procedure details the procedural steps, information, and considerations that are part of account creation and removal by GNTC Technology Services

Definitions

HR – Human Resources

GTA – Georgia Technology Authority

OCGA – Official Code of Georgia Annotated

O365 – Microsoft Office 365 cloud-based email and/or applications

Purpose

Ensure that accounts are created and removed in a timely manner and to comply with Georgia state law and GTA Information Security Policies

Reference:

[OCGA 13-10-91](#), [GTA Security Policy SS-08-017](#), [GTA Security Policy PS-08-014](#)

General Information

Whenever a person is hired by GNTC, there are crucial documentation and various checks which must be completed by GNTC HR before they can be given access to campus computing resources. This currently includes such items as a background check, loyalty oath, Dept. of Homeland Security registration, etc. When all HR prerequisites are completed, the procedures below will be performed by Technology Services to create a new user account.

For Technology Services account creation purposes, all accounts will be classified into one of the following categories or organizational containers:

- Full-Time Faculty or Staff
 - Assigned desktop computer and office space. Their supervisor must order or otherwise arrange to acquire the necessary office location and computer in advance of the Technology Services account creation process. Failure to do so will result in unavoidable delays for required computer imaging installation, and configuration.
- Part-Time Staff
 - May or may not have an assigned desktop computer and office space. However, it is still the responsibility of the employee's supervisor to acquire an office location and computer in advance of the Technology Services account creation process. Again, failure to do so will result in unavoidable delays for required computer imaging installation, and configuration. Work-study accounts are part of this part-time classification.
- Part-Time Faculty (Adjunct Faculty, Tutors, Adult Ed. Instructors, etc.)
 - These employees do not generally have an assigned computer or office space. They may or may not be located on a GNTC campus. Their access will be primarily limited to email using O365.

User accounts for all the above categories will be created as individualized accounts. IE: Bill Withers would receive an account of bwithers@gntc.edu. Occasionally, a common mailbox may be configured in

Office 365 for group or departmental use, but shared accounts will not be allowed for GNTC domain or Student Information Systems login.

Account Creation

1. HR will provide the necessary employee information to designated Student Services personnel who will then enter the account information into Banner and notify the necessary individuals responsible for such tasks as GNET Database access, and schedule assignments. For instructors, this will grant access to Banner Web, and DegreeWorks.
2. Designated Student Services employee(s) will then submit a support request to: <http://support.gntc.edu> in the category of Account Creation, providing the required information in the "Problem Description" field as shown below.

"Problem Description" field must contain:

- a. Banner ID #
 - b. first, middle, and last name of the employee (**correct spelling is crucial**)
 - c. Position and Employment Status (PT, FT)
 - d. Mailing Address of employee
 - e. Division
 - f. Dean or supervisor
 - g. Primary campus to which they are assigned. (only 1)
3. A Technology Services staff member will create the GNTC domain login account and associated O365 mailbox. The account should be created **within 2 business days** from the time the support request is submitted. The account will be created with the following standards:
 - a. The username and email address will be created using the employee's legal first and last name as provided by Student Services in the format: first name initial, last name, @GNTC.EDU
 - b. If the above username is already taken, then the user's middle initial will be utilized to provide a unique username and email address: first name initial, middle initial, last name, @GNTC.EDU
 - c. If none of the above results in a unique username, then a number will be added prior to the user's last name field: first name initial, middle initial, number(begin at 1)last name, @GNTC.EDU
 1. For **Full-Time Faculty/Staff or Part-Time Staff**, the supervisor of the employee will be provided upon their employment start with a supervisor request informational sheet that will include information on how to request PCs, laptops, phones, etc. for their new hires The supervisor, through a Technology Services support request, will provide specific information regarding office location, computer to be used, available times, etc. (<http://support.gntc.edu>)

If the employee has an assigned computer and office location, a Helpdesk technician will be assigned to set up the computer, provide the necessary username/password information, and review the GNTC Acceptable Computer Use Guidelines with the employee. If the employee does not have an assigned computer, the employee's supervisor will be contacted and a date/time arranged for the employee to come by the Technology Services department and be presented with a sealed account packet This packet contains their username/password, email address, FAQs, and the GNTC Acceptable Computer

Use Guidelines. Technology Services employees can also answer any questions that the employee has at this time.

4. For all **Part-Time Faculty**, a user account packet will be sent to their mailing address as provided in the account creation support ticket. This packet will include their username/password, email address, FAQs, and a copy of the current GNTC Acceptable Computer Use Guidelines.
5. Once an account is created, name changes can only be made based on changes to the legal name of the individual. These change requests must be submitted to Technology Services using our Support system by GNTC Human Resources VP or designee.

Account/Mailbox Removal

Accounts must be removed in a timely manner to meet security guidelines for data access and to clean up account and email databases.

For proper account removal, the GNTC Human Resources designee **must** notify the following individuals of the last anticipated date of employment for an employee.

- GNTC Chief Information Officer – Justin Allmon

Upon notification, the user account and mailbox will be deleted per the last date of employment provided. A Technology Services representative will meet with HR and the user and retrieve all devices making sure passcodes are harvested and any connected accounts are removed. All previous email messages will remain in the Email Archive for the duration of the retention period unless placed on a legal hold. Upon removal of the account in AD and the corresponding mailbox, a notification email will be sent to these GNTC personnel: Human Resources, Banner DBA, Registrar, Webmaster, Web Developer, and Institutional Effectiveness Administrative Assistant.

In cases where user accounts are to be removed, and the supervisor deems that during a transition period, the new employee requires access in order to “get up to speed”; Technology Services can allow such access for a transitional period not to exceed **60 days**. This accommodation should be accomplished by moving the old employee account to a non-O365 synced OU and granting alumni O365 licensing. This must be done in order to provide accurate AD-synced employee counts for TCSG and other Georgia government initiatives. Examples usually include various types of required training where college compliance for all employees must be verified.

Reference

Detailed Account Provisioning and Removal logs can be found in:

- The GNTC IT ServiceDesk support ticket system
- The GNTC IT Rethink Workflow system
- GNTC email