Process Title: IT@UC Mailbox Access and Mail Retrieval Procedure

Effective Date: 1/23/2015
Prior Effective Date: 12/12/2012

Process Number: 9.1.43

Process Owner: Director, IT@UC Office of Information Security
Responsible Office(s): IT@UC Office of Information Security

Background

Users’ email accounts, whose status has changed to non-employee in UCFlex HR, are automatically disabled every morning at 7:00 AM. Affiliate email accounts are only removed once an approved GetIT request is received requesting removal of their sponsorship and are typically processed within 24 hours of receipt. There are occasions when a department may request access to a mailbox or request a copy of the contents of a mailbox for business or security reasons.

This IT@UC Mailbox Access/Retrieval process addresses how access is to be requested and granted under various circumstances.

Due to the nature of the Mailbox Access/Retrieval process, requests to reactivate, enable access or retrieve the contents of a mailbox requires IT@UC Office of Information Security (OIS) review and verification(s) with the requesting department.

Procedure

- Requests for Mailbox Access/Retrieval are to be made by a UC employee.
- All Mailbox Access/Retrieval requests will be routed to OIS via an email request to infosec@uc.edu. OIS will obtain verification within 3 business days of receipt of request. OIS will be responsible for validating and coordinating the access/retrieve request once it has been approved. The request may require further review by the Office of General Counsel. (Note: OIS will inform the requestor if the verification process requires more than 3 days.)
- OIS will contact the department for a secondary confirmation of the request.
- Once the approval has been verified and reviewed by OIS for appropriateness, OIS will notify Enterprise Communications of what action is to be taken for designated request via a request to technician@uc.edu. All process actions and deliverables will be provided to OIS within 2 business days for completion and sign off. OIS will be responsible for coordinating and notifying the requestor about access instructions and providing mailbox contents to the requestor of process completion.
- The Mailbox Access/Retrieval process requires the proper verifications as stated in this document.
- Reactivated email accounts are not to be accessed by the terminated or non-active UC employee but accessed by the designated authorized departmental staff.
Definitions:

Mailbox Access/Retrieval process: Provide the access or obtain the contents of an existing or disabled mailbox to authorized personnel when a department requires such action for security or business reasons when appropriate authorization has been obtained.

Process Flowchart
See Appendix A

Contact Information:

UCIT Office of Information Security   513-558-ISEC (4732)
Email: infosec@uc.edu

History:

Issued: 12/12/2012
Revised: 1/23/2015
1. All requests begin at the mailboxinfosec@uc.edu
2. Any requests initiated via an individual or group email box (ex. Technician, abuse), must be forwarded to infosec@uc.edu
3. The OIS FTE responsible for the Infosec mailbox for the month will handle the request
4. Under no circumstances will an email account be temporarily or permanently turned back on for a terminated employee nor provided to a non-active UC employee by UCIT
5. **Affiliate access will be handled on a case-by-case basis**
6. There may be rare occasions, outside the control of OIS, where verification times may take longer than 3 days. OIS will keep the requestor informed of any delay.