

# University Data Retrieval and Mailbox Forwarding Procedure

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## Background

University-owned computing equipment, networks, services, resources, and data including electronic mail, are provided for the purpose of conducting university-related activities. Some IT resources are utilized by employee/affiliates from closely related organizations for example; UC Foundation, Children's Hospital and University Hospital. The university, as owner of such property, has the right to access electronic records as it deems necessary and appropriate.

The goal of the University Data Retrieval and Mailbox Forwarding Procedure is to provide guidance to university departments who need access to university data of former employees and affiliates. This access is typically reserved for business continuity purposes only. University data includes, but is not limited to; email archives, email forwarding, data stored in Box.com and data stored on network drives.

Data access requests from individuals with no current affiliation to the university are addressed on page 2.

## Data Access Request from a University Employee

For business continuity purposes, when an employee or affiliate leaves the university, their department may need to access their emails or other data. The department may also need to have emails forwarded to another user for university business continuity purposes. The following procedure describes the required steps to gain access to a UCMail PST, provide a UCMail forward and/or retrieve specific university data:

- Requests must be made by a UC employee and the requestor must be in the former employees or former affiliates reporting hierarchy.
- All university data retrieval and mailbox forwarding requests will be directed

to the Office of Information Security (OIS) via the [IT@UC Service Desk](#).

- All requests must provide the following:
  - Name of the UC employee who is making the request (*Requestor*).
  - Username associated with the mailbox or data (*first and last name of User and Username*).
  - Name of the person to whom the *User* reported.
  - Name of person who will authorize the request, this person must be the Dean, Director or Department Head to whom the *User* reported.
  - Description of information requested:
    - Is a forward of an UCMail account to another UCMail account needed?
    - Is a PST file (email archive) needed?
    - Does the requestor require data files from a network drive or Box at UC account?
- OIS will be responsible for validating and coordinating the request once it has been approved.
  - OIS will obtain authorization from the Dean, Director or Department Head in the users reporting hierarchy, within a reasonable timeframe.
- The Office of Information Security will contact the *Requester* with follow-up information and/or deliverables.
- Deliverables may only be given to one person and that person must be an employee in the user's department, reporting hierarchy or Local IT support for that department.
- If emergency access removal outside the normal removal process is required, follow the [Access Removal Procedure](#).
- UCMail and university data is the property of UC and generally will not be provided to anyone for any purpose other than university business continuity purposes.
  - Requests for university data, not for business continuity purposes must utilize a public records request (see below).

If email or other university data is needed for an individual who is still employed with the university but is on leave of absence, please contact the Office of Information Security for appropriate guidance.

### **Data Access Requests from Non-University Persons and Data Access Requests Not for Business Continuity Purposes**

Data access requests from individuals with no current affiliation to the university and requests for data not for business continuity purposes must be made in accordance

with the Ohio Public Records Act. Examples of situations that require a public records request:

- A previous employee wants access to files, contacts or university email.
- The family of a deceased employee need some emails from a university email account.
- Any person or entity outside of the university requesting university data.

The requester must submit a Public Records Request through the Office of General Counsel via an email to: [public.records@uc.edu](mailto:public.records@uc.edu). Information regarding university public records requests can be found on the [Public Records](#) resource page.

## **Related Links**

[Access Removal Procedure](#)

[IT@UC Service Desk](#)

[Public Records Resource Page](#)

## **Contact Information:**

IT@UC Office of Information Security 513-558-ISEC (4732) Email: [infosec@uc.edu](mailto:infosec@uc.edu)

## **History:**

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