

Access Removal Procedure

Background

A department may require an individual's access to be removed from university systems for various reasons.

This IT@UC Access Removal procedure addresses how removal is to be requested and granted for Employees, Affiliates/Contractors, and Emergency Access Removal.

Employee Access Removal

Employee access removal must involve a completed Personnel Change Request (PCR) through Human Resources UC Flex. Local IT support may also be required. The following briefly explains the process:

1. A PCR must be completed for an employee separation. Once completed, access will be removed from university systems and UCMail Exchange accounts will be disabled.
2. If departmental system access needs to be removed, local IT support will need to be contacted.
3. If an email backup or mailbox forward is required, please refer to the [University Data Retrieval and Mailbox Forwarding Procedure](#).

Access Removal for an Affiliate/Contractor:

Affiliate/Contractor separations must complete the following the steps (only GetIT Approvers may authorize changes to Affiliate Identities):

1. Process a GetIT request to remove access and cancel billing for both the Affiliate identity and Affiliate Exchange account.
2. If an email backup or mailbox forwarding is required, please refer to the Exchange Mailbox Forwarding and Retrieval Procedure.

Emergency Access Removal

Emergency access removal occurs when access needs to be removed immediately. It may be needed when an Employee or Affiliate/Contractor is terminated with cause, has elevated access, or separation was hostile. Immediate removal may also come as a directive from another department such as Human Resources (HR), Office of General Counsel, or UCPD.

Requirements

- Requests must be made by a UC employee.
- Send requests to [IT@UC Service Desk](#)
- All Access Removal requests will be routed to the Office of Information Security (OIS) via the IT@UC Service Desk.
- What access needs to be removed? (UCflex, Universis, voicemail, etc.) Please specify in the request.
- All requests to the IT@UC Service Desk must provide the following:
 - Name of UC employee who is making the request (*Requester*)
 - Mailbox username (*first and last name of User and Username*)
 - Name and contact information of person *User* reports to.
 - Name and contact information of person authorizing the request; must be Dean, Director or Department Head that *User* reports to.
 - Description of information requested.
 1. Identify that immediate access removal is needed.
 2. If an email backup or mailbox forward is required, please refer to the [University Data Retrieval and Mailbox Forwarding Procedure](#).
- OIS will obtain authorization from Dean, Director or Department Head in a reasonable timeframe.
- OIS will be responsible for validating and coordinating an access/retrieval request once it has been approved. The Office of Information Security will contact the *Requester* with follow-up information and/or deliverables.

Related Links

[University Data Retrieval and Mailbox Forwarding Procedure](#)
[IT@UC Service Desk](#)

Contact Information

IT@UC Office of Information Security

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History

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