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		<b>Revision #</b>	1.0
		<b>Implementation Date</b>	10/6/2014
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<b>SOP Owner: UIU Information Technology</b>		<b>Approval</b>	10/6/2014

## **Upper Iowa University Information Technology Account Lifecycle Management Procedures**

### ***1. Purpose***

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The purpose of this document is to provide definition and expectations for Upper Iowa University employees regarding the lifecycle of technology accounts. UIU technology accounts are necessary for employees to perform daily duties to assist both internal and external stakeholders while adhering to the mission of the University.

### ***2. Scope***

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The University Information Technology Account Lifecycle Management Procedures document is relevant to all university employees. This document will include procedures and processes followed when new accounts are requested, changed, or disabled.

### ***3. Technology Accounts***

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Upper Iowa University utilizes several software programs to effectively operate according to its mission. Below is an example listing of some enterprise level applications:

- Jenzabar EX
- JICS (myUIU)
- PowerFAIDS
- Nolij Web
- Microsoft Office 365
- SherpaDesk
- IT Services

These software applications all require usernames and passwords to access them. The login credentials are created, managed, and disabled by UIU Information Technology.

#### **New Access**

When a new employee begins their work at UIU, they are issued login credentials for predetermined enterprise software applications according to the procedure outlined in [SOP IT 105](#). At the time of initial employment, the new employee's role within the university determines what access(es) they will be allowed. The allowed access(es)

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according to role has been determined by the Enterprise Users Group committee. Any additional access(es) or changes in access that would be outside of the accepted security matrix should be brought to the committee member responsible for the particular business unit. (See Exhibit A)

### **Changes to Technology Accounts**

From time to time, employees will transfer their services from one business unit to another. When this happens, the new supervisor will need to follow [SOP IT 106](#) which outlines the procedure for a relocating employee. (See Exhibit B)

### **Disabling Technology Accounts**

When employees leave the university their technology accounts will be disabled. Supervisors will need to follow [SOP IT 107](#) to ensure best practices are followed to protect the university from potential security issues. (See Exhibit C)

## **4. Responsibilities**


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It is the responsibility of the respective supervisors to follow the approved standard operating procedures regarding UIU technology accounts management. Procedures and processes regarding technology account management will be the responsibility of the UIU Information Technology department.

## **5. Definitions**

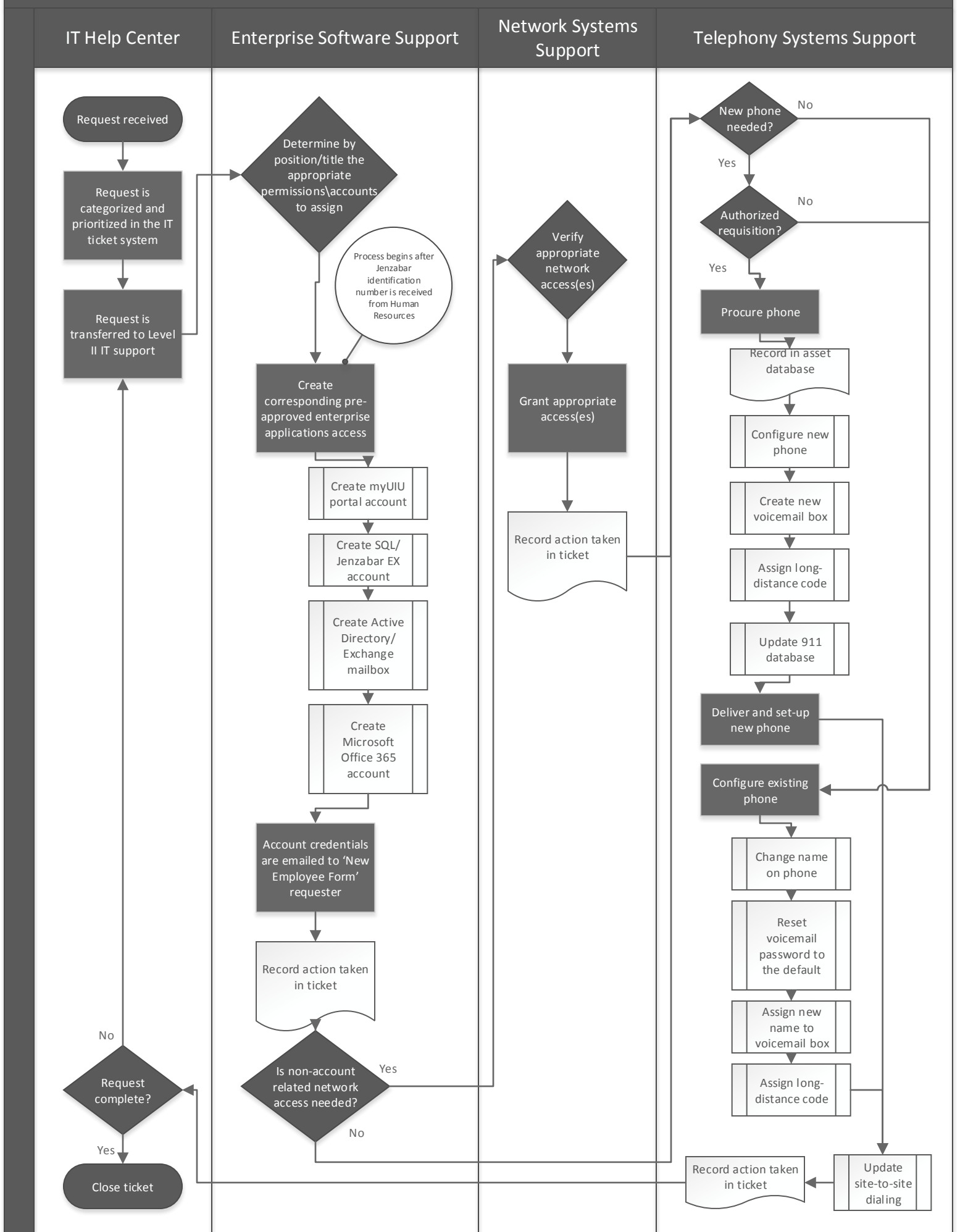
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<b>Item</b>	<b>Definition</b>
Access	Permission or the right to enter, get near, or make use of something
Best Practices	A working method or set of working methods that is officially accepted as being the best to use in a particular business or industry
Credentials	Evidence of authority, status, rights, entitlement to privileges, or the like
Mission	A statement of the purpose of a company, organization or person, its reason for existing.
Procedure	A set of established forms or methods for conducting the affairs of an organized body
Process	A series of actions, changes, or functions bringing about a result

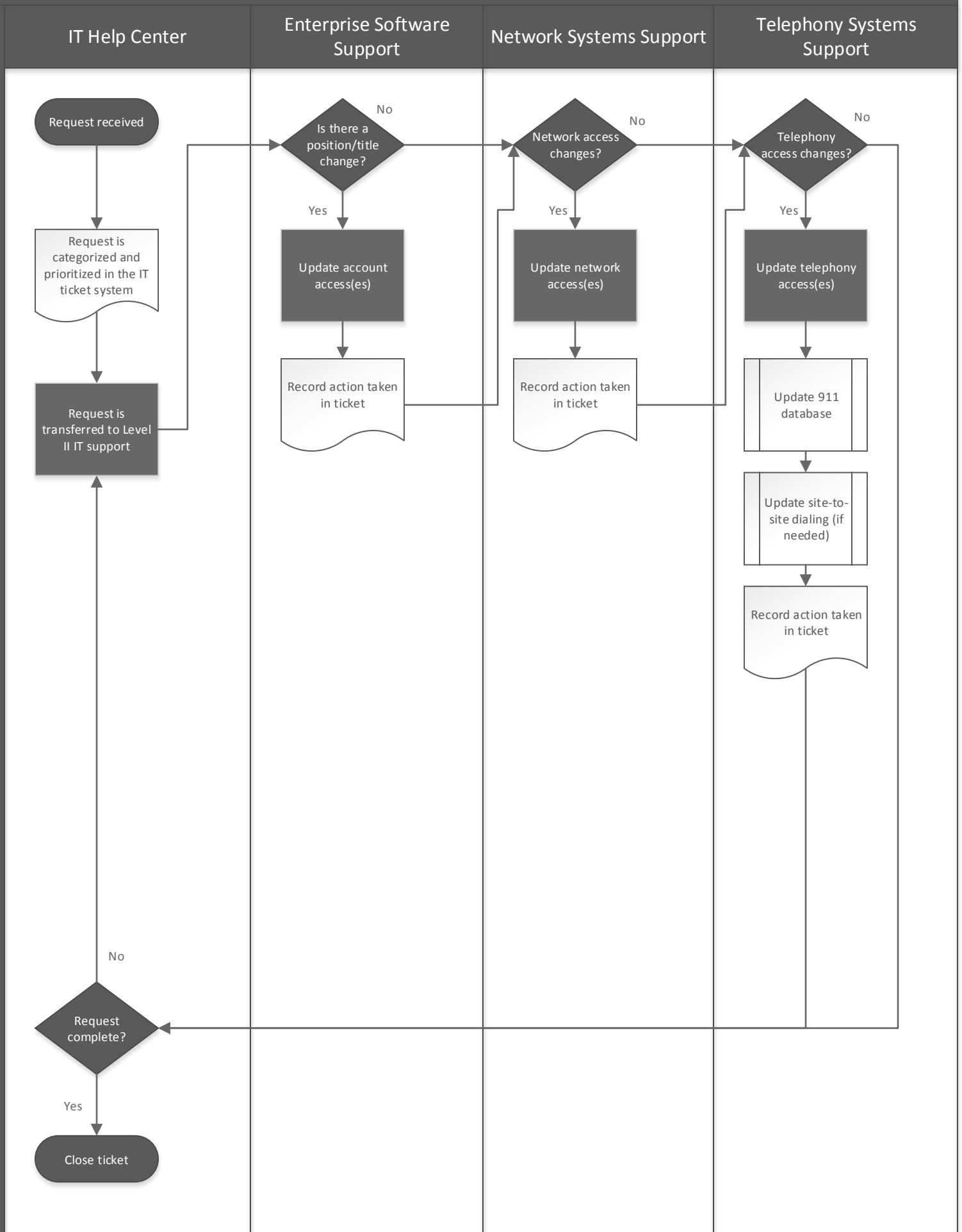
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<b>Scope</b>	The area covered by an activity, topic, etc
<b>Standard Operating Procedure (SOP)</b>	Established procedure to be followed in carrying out a given operation or in a given situation
<b>Stakeholder</b>	One who has a share or interest in the SOP

# Exhibit A - Account Creation



# Exhibit B Changes to Technology Accounts



# Exhibit C Disabling Technology Accounts

