		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 1 of 7

1   Purpose

All network and e-mail access ceases upon official separation from the University, and Information Technology Services (ITS) locks user accounts upon receipt of separation notification through the Human Resources Management (HRM) online separation form. ITS is not authorized to reinstate any separated employee's network/e-mail access without written approval from HRM, University Auxiliary Services-Human Resources (UAS-HR), Academic Affairs, or the President's Office, depending upon the type of access required. The following graphically demonstrates conditions where access may continue past the separation date:

Staff	Separation Date	Access discontinued
Full-time and part-time faculty		Access discontinued
Part-time faculty returning following quarter		Access continues with HRM approval
FERP faculty		Access continues with Academic Affairs approval
Contract faculty and staff		Access continues with HRM/UAS HR approval
Emeriti		Access reinstated upon Presidential approval

Detailed explanations of these conditions, the procedures and limitations, and the required approvals are contained in this guideline.

2   Definitions

These definitions are accurate as of this document's issuance. Since definitions and requirements may change, consult with Human Resources Management or see the source documents for the most up-to-date definitions.

Contract Faculty or Staff – Any faculty or staff who is formally hired by the University or University Auxiliary Services for a specific work assignment and/or for a specified time period as outlined in a negotiated, approved contract.

Emeritus – Any retired CSULA professor granted the rights, privileges, and benefits of emeritus status with approval from the college dean, the Provost and Vice President for Academic Affairs, and the President.

FERP Faculty – Tenured faculty members and librarians, eligible for service retirement, who participate in the Faculty Early Retirement Program and continue limited part-time teaching beyond their retirement date. FERP eligibility is five years.

Laid-off Employee – Any faculty or staff who is formally separated from the University due to lack of funds or lack of work.

Part-time Faculty – Any bargaining unit employee who is serving in a less than full-time appointment or at a less than full-time basis.

Separated Employee – Any faculty or staff who severs employment with the University by choice, mutual agreement, end of temporary appointment, or is dismissed for reasons under Education Code 89535.

		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 2 of 7

3   Related Documents

The following documents, forms, and logs of the latest issue in effect shall apply to the extent specified herein.

ID/Control #	Title
ITS-8823	User Request for Extended E-mail Service

4   Guidelines

4.1   Access to a Separated Employee's or Department Mailbox

a)   For security reasons, all staff network access and e-mail accounts are locked at the close of business on the last day of employment. All full-time and part-time faculty network access and e-mail accounts are locked in accordance with the published grading deadline or the close of business on the last day of employment if the separation occurs after the grading deadline.

b)   Separated employees' e-mail accounts remain hidden from access for 60 days and, at the end of that time, are permanently deleted.

c)   Once separation occurs, an employee may not use his or her e-mail account to conduct University business or act in any manner that portrays that the employee remains a representative of the University. This includes accessing e-mail accounts to retrieve any messages or information and responding to messages or requests received after the separation date.

d)   Prior to departing the campus, separating employees should use the "Out of Office Assistant" feature to redirect incoming e-mails to the department office or other designee for action.

e)   Department administrators, in preparation for an employee's separation, should coordinate with the employee to ensure continuity of business operations.

- Determine a department mailbox or designee to receive any future incoming messages that might require department action. Have the separating employee use the "Out of Office Assistant" feature to refer incoming business messages to the new designated mailbox.

- Obtain written approval to access e-mail records prior to an employee's departure if the contents are vital to the department's operation and cannot be moved to another mailbox before departure.

- In the absence of written approval, exceptions are granted only when information or correspondence vital to the department's operation is contained in a separated employee's mailbox. Exceptions are not granted for general review of mailbox contents.

Information Technology Services Guidelines

		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 3 of 7

f) In the absence of written approval to access e-mail records, deans, department directors, or executive officers can send an e-mail to ITSecurity@calstatela.edu stating the mailbox name into which access is needed, name(s) of the individual to be given temporary access, duration that access is required, and the reason for access. Requests are reviewed and approved by the Director, IT Security and Compliance in consultation with HRM and/or University Counsel, as appropriate.

g) For approved requests, a new password will be issued to the individual(s) given temporary access. The ITS Help Desk will contact the new user to pick up the password and present his or her Golden Eagle card for identification.

h) Under no circumstances will access be granted for longer than two weeks. Departments are responsible for moving vital communications from the separated employee's mailbox to a new location in a quick and secure manner. Departments can use the "Out of Office Assistant" to redirect incoming messages to another mailbox. If this move is completed prior to the end of the temporary access period, the department should contact ITSecurity@calstatela.edu to request the account be locked immediately. In the absence of early notification, the account will be locked at the end of the approved temporary access period.

4.2 Changing Designees on Public Folders

a) If a Public Folder designee separates, the department administrator or department representative must e-mail a request to ITInfrastructure@calstatela.edu that provides the name of the Public Folder and the name(s) of designee(s) to be deleted and/or added.

b) ITS will make the changes or direct the user to the Public Folder account holder if necessary.

c) Requests will not be accepted from Information Technology Consultants (ITCs) or others not directly responsible for hiring/separation actions.

4.3 E-mail Account Extensions for Separated Employees

a) For security reasons, all staff network access and e-mail accounts are locked at the close of business on the last day of employment. All full-time and part-time faculty network access and e-mail accounts are locked in accordance with the published grading deadline or the close of business on the last day of employment if the separation occurs after the grading deadline.

b) In rare situations, an exception may be granted if the work assignment and employee meets **all** the following criteria:

- The employee is formally requested by the department to work for a brief period beyond the separation date;

- The department has either notified HRM of the need to extend the separation date or has a written contract issued by the University or University Auxiliary Services (UAS);

		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 4 of 7

- The employee remains under the direct supervision of the manager who approved the original Network/E-mail Account Request form;

- The employee agrees to abide by all confidentiality agreement conditions of his or her original Network/E-mail Account Request form;

- The duration of the request does not exceed the extension duration approved by HRM or UAS-HR;

- The employee will be working on-site and not from a remote location; and

- The work to be performed directly benefits the University and has been approved as such by the appropriate Executive Officer.

c) Exceptions must be approved by the Provost/Vice President and the Director of Human Resources Management or the Director of Human Resources for UAS HR. Final approval resides with the President or designee.

d) To request faculty exceptions, deans must submit a written request to the Provost for approval. The request must include the faculty name, employee ID, department, start and end dates, a specific justification detailing why the exemption is required, and a detailed description of the benefits to the University.

e) To request staff exceptions, the department managers must submit a written request to their respective vice president for approval. The request must include the staff name, employee ID, department, start and end dates, a specific justification detailing why the exemption is required, and a detailed description of the benefits to the University.

f) Requests approved by the Provost and vice presidents are forwarded to the Director of Human Resources Management for review and approval.

g) The Director of Human Resources Management or MPP designee will e-mail ITSecurity@calstatela.edu with the approval notification, and the e-mail account will be opened for the approved temporary access period.

OR

The Director of Human Resources for UAS HR or MPP designee will e-mail ITSecurity@calstatela.edu verification of the signed employee contract, and the e-mail account will be opened for the approved temporary access period.

h) If work is completed prior to the end of the temporary access period, the hiring department must contact ITSecurity@calstatela.edu to request the account be locked immediately. In the absence of early notification, the account will be locked at the end of the approved temporary access period.

		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 5 of 7

4.4 E-mail Accounts for Emeriti Faculty

a) Emeriti retain the right and privilege to continued use of their e-mail account upon approval from the college dean, the Provost and Vice President for Academic Affairs, and the President.

b) ITS will reopen the e-mail account for an emeritus upon notification from the President's Office that the status is awarded.

c) E-mail accounts do not remain unlocked for separating faculty who are in the process of applying for emeritus status.

d) Department chairs, associate deans, or deans are responsible for notifying ITInfrastructure@calstatela.edu when an existing emeritus account is no longer desired or needed.

e) Requests for 4.4 d) will not be accepted from department representatives, Information Technology Consultants (ITCs), or others not directly responsible for hiring/separation actions.

4.5 E-mail Accounts for FERP Faculty

a) E-mail accounts for FERP faculty will remain available during the entire period that the faculty is employed, including any quarter during which the faculty isn't physically on campus. FERP faculty may still be conducting University business during off-campus quarters.

b) To avoid accidental locking of FERP faculty accounts, department personnel completing the online Separation form at each quarter's end should indicate on the form that the separating faculty is a FERP.

c) Academic Affairs will submit an updated list of approved FERP faculty each quarter to ITSecurity@calstatela.edu. ITS will use this list to validate FERP status prior to locking any separated faculty e-mail account.

d) In the event a FERP account is accidentally locked, the faculty member, chair, associate dean, or dean should contact the ITS Help Desk, 3-6170, to request the account be unlocked. The ITS Help Desk will verify the FERP status on the list from Academic Affairs and unlock the account, if appropriate. If the faculty member isn't on the FERP list, ITS will refer the matter to Academic Affairs.

e) Requests for 4.5 d) will not be accepted from department representatives, Information Technology Consultants (ITCs) or others not directly responsible for hiring/separation actions.

Information Technology Services Guidelines

		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 6 of 7

4.6   E-mail Accounts for Part-time Faculty

a)   For security purposes, e-mail accounts for part-time faculty are locked in accordance with the published grading deadline or the close of business on the last day of employment if the separation occurs after the grading deadline.

b)   To avoid locking part-time faculty accounts when the faculty is returning the following quarter, persons completing the online Human Resources Management Separation Form at each quarter's end should select the Internal Separation Form. Information on the Internal Separation Form is not sent to ITS, so the account remains open.

c)   To avoid locking part-time faculty accounts when the faculty holds a concurrent position in another department, persons completing the online Human Resources Management Separation Form should check the Yes box in section 7 of the form. This information will be flagged on the separation notice sent to ITS, so the network access/e-mail account will remain open, but access to student systems will be locked, if appropriate.

d)   ITS will assume all part-time faculty not indicated as outlined in 4.6 b) and c) are not returning and will lock all accounts.

e)   In the event a returning part-time faculty account is accidentally locked, the chair, associate dean, or dean should contact the ITS Help Desk to request the account be unlocked. ITS will verify employment by e-mail with HRM before the account is unlocked.

f)   Part-time faculty returning after less than a 60-day absence do not need to reapply for an e-mail account. After receiving the appropriate hiring documentation, HRM will notify ITSecurity@calstatela.edu to unlock the account. Requests from HRM should include the name, employee ID, department, and date that the faculty will return to campus. Part-time faculty returning after more than a 60-day absence will need to reapply since accounts are deleted 60 days after separation (see paragraph 4.1 b)).

g)   Requests for 4.6 e) will not be accepted from department representatives, Information Technology Consultants (ITCs) or others not directly responsible for hiring/separation actions.

4.7   E-mail Account Extensions for Laid-off Employees

a)   If requested, union employees who are laid off due to lack of work or lack of funds may be granted extended access to his or her e-mail account as authorized by a Memorandum of Understanding between the respective union and the University.

b)   Laid-off employees must complete and submit a User Request for Extended E-mail Service available at www.calstatela.edu/its/forms. HRM will notify IT Security and Compliance when a Memo of Understanding has been enacted.

c)   Laid-off employees must adhere to all conditions, confidentiality agreements, University policy, and sanctions associated with use of a network/e-mail account, as outlined in the User Request for Extended E-mail Service on the University web site, and under Section 5, Sanctions, of this document.

Information Technology Services Guidelines

		Guidelines No.	ITS-1009-G	Rev:	A
	User Guidelines for Separated Employees' Network/E-mail Access	Owner:	IT Security Management and Compliance		
		Approved by:	Peter Quan, Vice President and CTO Information Technology Services		
		Issued:	8/28/06	Effective:	8/28/06
					Page 7 of 7

d) The extension duration for laid-off employees will be granted for a period of time determined as a result of the meet and confer with HRM.

e) If it is determined that the laid-off employee has not abided by the sanctions or has abused the University system in any manner, access will be immediately terminated.

5   Terms, Conditions, and/or Sanctions

Separated employees granted extended use of his or her e-mail account must agree to and abide by the following:

a) The separated employee assumes all legal liability for his or her e-mail messages, including but not limited to damages for defamation, negligent misrepresentation, intentional misrepresentation, and interference with business relations or contracts, as well as attorney's fees.

b) The separated employee shall personally indemnify the State of California, the Trustees of California State University, California State University, California State University, Los Angeles, and their officers, employees, volunteers, and agents for any and all claims, liabilities, losses, damages, costs, and expenses arising from or related to access to or use of e-mail, as well as attorney's fees.

c) The separated employee shall not affirmatively represent to any e-mail recipient that he or she is an employee of the University, has a University title, has access to a University phone number, or has access to a University address for mail receipt.

d) There is no right to privacy on any e-mail account.

e) The University maintains its right to monitor e-mail accounts. University e-mail accounts are subject to internal monitoring if suspicion arises that its usage violates University policy or if monitoring could be useful in an authorized investigation. E-mail messages may be subject to subpoena.

6   Contacts

a) For questions regarding this user guideline, contact ITSecurity@calstatela.edu.

b) For employment verification, contact Human Resources Management at 323-343-3694 or University Auxiliary Services-Human Resources at 323-343-2528.

c) To change designees on public folders, contact ITInfrastructure@calstatela.edu.