



Information Technology Services

IT USER ACCOUNT MANAGEMENT GUIDELINES

IT User Account Management Policy

Date approved:	May 2005	Date Policy will take effect:	On approval	Date of Next Review:	December 2010
Approved by:	Senior Manager, Business Services Unit				
Custodian title & e-mail address:	Senior Manager, Business Services Unit michele_grange@UOW.edu.au				
Author:	Senior Manager, Business Services Unit				
Responsible Faculty/ Division & Unit:	Information Technology Services Division				
Supporting documents, procedures & forms of this policy:	IT User Account Application Form User Account Management for Staff and Students				
References & Legislation:	IT Acceptable Use Policy (including the Requirements Governing the Use of IT Facilities) IT User Account Management Policy				
Audience:	Public – accessible to anyone				
Expiry Date of Policy:	Not applicable				

Contents

1 Introduction / Background.....	2
2 Scope / Purpose.....	2
3 Definitions.....	2
4 Sponsored Accounts Management Processes.....	2
5 Roles & Responsibilities.....	6
6 Version Control Table.....	7



1 Introduction / Background

1. The University of Wollongong maintains two categories of accounts, i.e. sponsored and student accounts. The User Account Management Policy accessible on the [University Policy Directory](#) details the University's administration of these accounts. The management processes for sponsored accounts are based on this policy and are outlined in this document.

2 Scope / Purpose

Not Available.

3 Definitions

1. Definitions in these guidelines are the same as those used in the IT User Account Management Policy.

4 Sponsored Accounts Management Processes

1. Sponsored accounts may be one of two types: Staff or Associate.
2. To hold a staff account, an account holder must:
 - a. be a paid staff member of the University of Wollongong or one of its subsidiaries;
 - b. hold an honorary academic appointment with the University; or
 - c. be a University Council-awarded Emeritus Professor or Fellow of the University.
3. Such accounts are issued for the period of appointment only and as such the account should be used for staff purposes only. Accounts held by University council award recipients remain active until the University is advised that the account is no longer required.
4. Associate accounts apply to individuals who are granted access to the University IT facilities by virtue of an affiliation with the University or one of its subsidiaries. Recognised affiliations are:
 - a. contractors and consultants providing services to the University or one of its subsidiaries;
 - b. visiting academics of the University, other than those holding an honorary academic appointment as in an honorary or visiting fellow;
 - c. members of the University Council; or
 - d. a member of a recognised business or community affiliate of the University of Wollongong.
5. All user accounts require a sponsoring organisation/entity. Organisations sponsoring accounts may be the University of Wollongong, subsidiaries of the University, or a recognised business or community affiliate of the University. Information regarding sponsoring organisations is covered in detail in the User Account Management Policy.
6. The user account application form, provides sponsored account holders to:
 - a. request creation of a staff or associate account;
 - b. change the type of their account, between staff & associate;
 - c. change the sponsor of their account;
 - d. reactivate a deactivated account.
7. The management processes for these are detailed below for:
 - a. University of Wollongong staff accounts
 - b. subsidiary staff accounts
 - c. associate accounts



UOW Staff Account Management

8. To hold a UOW staff account, an individual must:
 - a. be a paid staff member of the University of Wollongong, as opposed to one of its subsidiaries, with a supporting appointment in the University of Wollongong HR System (Concept), and/or
 - b. hold an honorary academic appointment as in an Honorary or Visiting Fellow, with a supporting appointment in the University of Wollongong HR System, and/or
 - c. be an Emeritus Professor or Fellows of the University, as conferred by the University Council, with a supporting appointment in the University of Wollongong HR System.

Creation of a new account

9. The application form to request a University of Wollongong sponsored staff account is available at <http://www.uow.edu.au/its/useraccountapplication/>
10. The applicant is required to complete the applicant details as requested on the form and to provide a signature for the disclosure and consent. The applicant's employee number and/or signature are not mandatory for account creation, but the signature is required before a password will be issued.
11. The account sponsor details must then be completed by the supporting sponsor, which must be the relevant Head of Unit or equivalent, or a recognised user account manager.
12. For University of Wollongong staff accounts the sponsoring organisation is the University of Wollongong or SITACS (if applicable) and the account type is Staff.
13. Accounts will not be created for applications submitted without the sponsor's signature.
14. ITS endeavour to create accounts within 24 hours of receiving the application form.
15. The account holder will appear in the University Contact Directory within 24 hours of creation of the account. On entry into the contact directory, the account holder receives an introductory email requesting the user to enter their contact details.
16. All UOW staff accounts are created subject to the individual meeting the criteria for a UOW staff account. Where there is a lag of more than two pay periods between creating the account and a supporting appointment appearing in the University HR system, ITS will contact the account's sponsor to confirm the accounts validity.

Automatic account closure & reactivation

17. The closure of UOW staff accounts is managed automatically based on appointment details maintained in the University HR System. As a consequence, UOW staff accounts will now automatically close when an account holder's appointment with the University cease.
18. For the purposes of managing the official closure of an account, an appointment is deemed to have ended:
 - 3 weeks after the end date of a permanent or limited term appointment,
 - 7 weeks after the end date of a casual academic authority,
 - 3 weeks after the end date of a general staff non-academic casual authority,
 - 3 months after the end date of an honorary academic appointment, and
 - 3 weeks after the last paid date for any other appointment types
19. Accounts held by University Council award recipients, i.e. Emeritus Professors and Fellows, remain active until the University is advised that the account is no longer required.
20. The closure of accounts is actioned in the final stages of the University fortnightly pay processes via the UOW staff account link.
21. Closure of an account means the account is frozen, i.e. the password is revoked, until such time as the individual resumes employment or the account has been deactivated for 1 year, at which time it



is deleted. Should the individual resume employment, and their account still exists, the account will be automatically reactivated under the original username and password if the account still exists.

22. The automatic reactivations are actioned in the final stages of the University fortnightly pay processes.
23. Account holders who wish to be contactable on their account following it's closure should ensure that they record an automatic reply or forwarding prior to the closure of their account, via <http://www.uow.edu.au/its/services/>. The automatic reply/forward will continue to operate until the account is deleted.
24. Closed user accounts are removed from the University Contact Directory within 24 hours of the accounts closure.

Manual reactivation of an account

25. Account holders can apply for reactivation of a closed account by submitting a user application form, requesting reactivation of their account. The application must be signed by the relevant Head of Unit or equivalent, or a recognised user account manager. At the same time as reactivating the account the user can also elect to change the sponsor and/or type of account (Refer to Other functions below).
26. This covers reactivation of all accounts except for those with a restricted status.
27. Once actioned the user account will be accessible to the account holder under the original username and password.
28. The account will remain active up until the next UOW staff account link run which will close account if the supporting appointment has not been appeared.

Subsidiary Staff Account Management Processes

29. To hold a Subsidiary staff account, an individual must be a paid staff member of the relevant University of Wollongong subsidiary.

Creation of a new account

30. The application form to request a subsidiary staff account is available at <http://www.uow.edu.au/its/useraccountapplication/>.
31. The applicant is required to complete the applicant details as requested on the form and to provide a signature for the disclosure and consent. The applicant's signature is not mandatory for account creation but is required before a password will be issued.
32. The account sponsor details must then be completed by the supporting sponsor, which must be a relevant Head of Unit or equivalent, or a recognised user account manager. For subsidiary staff accounts the sponsoring organisation is the relevant subsidiary and the account type is staff.
33. Accounts will not be created for applications submitted without the sponsor's signature.
34. ITS endeavours to create accounts within 24 hours of receiving the application form.
35. The account holder will appear in the University Contact Directory within 24 hours of creation of the account. On entry into the contact directory, the account holder receives an introductory email requesting the user to enter their contact details.

Closure of an account

36. Subsidiary staff accounts remain active at the discretion of the sponsor and can be closed (deactivated) at anytime.
37. Closure of an account means the account is frozen, i.e. the password is revoked, until such time as the account is reinstated or has been deactivated for 1 year, at which time it is deleted.
38. Account holders who wish to be contactable on their account following it's closure should ensure that they record an automatic reply or forwarding prior to the closure of their account, via



<http://www.uow.edu.au/its/services/>. The automatic reply/forward will continue to operate until the account is deleted.

39. Closed user accounts are removed from the University Contact Directory within 24 hours of the accounts closure.

Reactivation of an account

40. Account holders can apply for reactivation of a closed account by submitting a user application form, requesting reactivation of their account. The application must be signed by the relevant Head of Unit or equivalent, or a recognised user account manager. At the same time as reactivating the account the user can also elect to change the sponsor and/or type of account (Refer to Other functions below).
41. This covers reactivation of all accounts except for those with a restricted status.
42. Once actioned the user account will be accessible to the account holder under the original username and password.

Associate Account Management Processes

43. Associate accounts apply to individuals who are granted access to the University IT facilities by virtue of an affiliation with the University or one of its subsidiaries. Recognised affiliations are:
 - a. contractors and consultants providing services to the University or one of its subsidiaries, typically involving a contract for services;
 - b. visiting academics of the University, other than those holding an honorary academic appointment as in an honorary or visiting fellow;
 - c. members of the University Council;
 - d. members of a recognised business or community affiliate of the University of Wollongong.

Creation of a new account

44. The application form for an associate account is available at <http://www.uow.edu.au/its/useraccountapplication/>
45. The applicant is required to complete the applicant details as requested on the form and to provide a signature for the disclosure and consent. The applicant's signature is not mandatory for account creation but is required before a password will be issued.
46. The account sponsor details must then be completed by the supporting sponsor, which must be a relevant Head of Unit or equivalent, or a recognised user account manager.
47. Accounts will not be created for applications submitted without the sponsor's signature.
48. ITS endeavours to create accounts within 24 hours of receiving the application form.
49. The account holder will appear in the University Contact Directory within 24 hours of creation of the account. On entry into the contact directory, the account holder receives an introductory email requesting the user to enter their contact details.

Closure of an account

50. Associate accounts remain active at the discretion of the sponsor and can be closed (deactivated) at anytime.
51. Closure of an account means the account is frozen, i.e. the password is revoked, until such time as the account is reinstated or has been deactivated for 1 year, at which time it is deleted.
52. Account holders who wish to be contactable on their account following it's closure should ensure that they record an automatic reply or forwarding prior to the closure of their account, via <http://www.uow.edu.au/its/services/>. The automatic reply/forward will continue to operate until the account is deleted.



53. Closed user accounts are removed from the University Contact Directory within 24 hours of the accounts closure.

Reactivation of an account

54. Account holders can apply for reactivation of a closed account by submitting a user application form, requesting reactivation of their account. The application must be signed by the relevant Head of Unit or equivalent, or a recognised user account manager. At the same time as reactivating the account the user can also elect to change the sponsor and/or type of account (Refer to Other functions below).
55. This covers reactivation of all accounts except for those with a restricted status.
56. Once actioned the user account will be accessible to the account holder under the original username and password.

Other functions

Change account sponsor

57. An account holder can apply to change their account sponsor by submitting a user application form, signed by the relevant Head of Unit or equivalent, or as delegated.
58. A change of account sponsor is relevant when an account holder moves between the University and one of its subsidiaries, and vice versa.
59. During the process the user accounts remains accessible to the account holder, under the original username and password, but once actioned the account reflects the new sponsor and the appropriate management processes will then apply.
60. Actioning a change of sponsor for an account change involves changing the primary group of the account.

Change account type

61. An account holder can request a change of account type by submitting a user application form, signed by the relevant Head of Unit or equivalent, or a recognised user account manager.
62. A change of account type is relevant when an account holder is required to convert between a staff account and an associate account, and vice versa.
63. During the process the user account remains accessible to the account holder, under the original username and password, but once actioned the account reflects the new type and the appropriate management processes will then apply.
64. Actioning a change of an account's involves:
 - a. changing the primary group of the account,
 - b. updating the cost centre of the account if a UOW associate account (Note: all other accounts record cost centre as 000).
 - c. applying any associated disk and email quota changes (depending on the type)

Restrict an account

65. Under University IT policy, access to a UOW User account may be withdrawn, temporarily or indefinitely, at the request of the sponsor, or by ITS in response to a suspected policy violation. A user whose access has been withdrawn may request reconsideration via the Director ITS.
66. Refer to the IT Acceptable Use Policy, accessible on the University Policy Directory.

5 Roles & Responsibilities

Not Available.



6 Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	May 2005	Michele Grange	Reformatted guidelines and reviewed in line with v1.6.1 of IT User Account Management Policy. Added an explanation of honorary academic appointment
2	6 May 2009	Vice Principal (Administration)	Migrated to UOW Procedure Template as per Policy Directory Refresh
3	9 March 2010	Senior Manager, Business Services Unit	Future review date identified in accordance with Standard on UOW Policy.