RUTGERS
THE STATE UNIVERSITY OF NEW JERSEY

Policy Name:	**Rutgers NetId and Email Account Provisioning/Deprovisioning Policy and Procedures**					
Section #:	**70.1.8**	**Section Title:**	**Information Technology**		**Formerly Book:**	**N/A**
Approval Authority:	Executive Vice President Finance and Administration		**Adopted:**		**Reviewed:**	
Responsible Executive:	Senior Vice President and Chief Information Officer		**Revised:**			
Responsible Office:	Office of Information Technology (OIT)		**Contact:**	oitpolicies@rutgers.edu		

1. **Introduction**
   This document outlines the rules, regulations, and procedures for *provisioning* and *deprovisioning NetIds*, and *email* accounts on the approved *email* and *calendaring* systems. Having a standard *provisioning* and *deprovisioning* policy for *Netid* and *email* accounts for the entire University allows for the adherence to federal, state and local, legal, regulatory and statutory requirements (e.g. *HIPAA, OPRA, FERPA, GLBA*), as well as minimizes university risk for unauthorized access to university data.

2. **Who Should Read This Policy**
   All members of the Rutgers University community.

3. **Related Documents**
   Policies.rutgers.edu: Information Technology - Section 70
   Policies.rutgers.edu: Clinical, Compliance, Ethics & Corporate Integrity - Section 100
   Policies.rutgers.edu: Email
   Policies.rutgers.edu: Privacy
   OIT Policies Website: http://oit.rutgers.edu/policies
   RU Secure Website: http://rusecure.rutgers.edu/
   NetId Activation Website: https://netid.rutgers.edu/
   Email and Calendar website for Rutgers Connect: https://oit.rutgers.edu/connect
   Email and Calendar website for ScarletMail: https://ScarletMail.rutgers.edu

4. **Definitions:**

   - Activation/Inactivation – Activation is the process of a *provisioned* account becoming functional, inactivation is the process of a *provisioned* account becoming non-functional.

   - Affiliate – faculty, staff, student, alumni, retiree, foundation staff, RBHS house staff, contractors, vendors and guests.

   - Calendaring - a function at a major University which uses a common calendar system for the scheduling and coordination of meetings and other events, particularly within the Rutgers community.

   - Connect account – an account used to access Rutgers Connect, the university's standard *email* and *calendaring* system for faculty, staff and guests.

- Delegated administrator – designated departmental IT support.

- Email – Electronic Mail. An information vehicle for communications within the University and between the University community and others worldwide, which provides communications and collaboration, reliability, security and business continuity.

- FERPA – Family Educational Rights and Privacy Act of 1974 is a law that protects the privacy of student education records.

- GLBA - The Gramm-Leach-Bliley Act (GLB Act or **GLBA**), also known as the Financial Modernization Act of 1999, is a federal law enacted in the United States to control the ways that financial institutions deal with the private information of individuals.

- HIPAA - HIPAA (Health Insurance Portability and Accountability Act of 1996) is United States legislation that provides data privacy and security provisions for safeguarding medical information.

- NetId – a unique network identifier assigned to faculty, staff, students and guests. It is used in conjunction with a password for accessing many of the electronic services available at Rutgers.

- OGC – Office of General Counsel.

- OPRA – Open Public Records Act - requiring New Jersey Department of Environmental Protection (NJDEP) to make available its public records through formal requests to the Department's Office of Record Access.

- Other Affiliates – Foundation staff not on Rutgers HR system, RBHS House Staff, Contractors, Vendors, etc.

- Provisioning/Deprovisioning – Provisioning is the process of providing an account, deprovisioning is the rescinding an account.

- Scarletmail account - an account used to access Scarletmail, the university's standard *email* and *calendaring* system for students, alumni and retirees.

- University Business **-** is work performed as part of an employee's job responsibilities, daily work and duties performed on behalf of the University by faculty, staff, student workers, guests and other persons whose conduct, in the performance of work for the University, is under the direct control of the University, whether or not they are paid by the University. This includes any email, calendar events, files or other electronic business data, created, stored, processed and transmitted that is related to work performed for Rutgers.

5. **Policy**

   The following procedures will be followed when provisioning and deprovisioning *NetId's* and *email* accounts.

6. **Procedures**

   Provisioning:

   - Source system for Rutgers *affiliates* to be provisioned a *NetId* include:
     - Human Resources for Faculty, Staff, and Retirees
     - Student systems for Students and Alumni
     - Guest system for Other Affiliates

- Once provisioned, the Rutgers *affiliate* is required to activate their *NetId* prior to use.

- If an individual with a previous *affiliation* returns to Rutgers, they will be reassigned the same *NetId*.

- Every Rutgers *affiliate* who has an active *NetId* is eligible for an account on one of the approved *email* and *calendaring* systems.

- Alumni who choose to maintain a Rutgers *email* account will continue to keep their previous student *Scarletmail* account.

- Retirees who choose to maintain a Rutgers *email* account are entitled to an account on *Scarletmail* upon retirement. Their previous Connect account will be *inactivated*.

Deprovisioning:

- When a Rutgers *affiliate* no longer has an active role at the university, based on notification from source systems, their *NetId* is inactivated.

- In the event a *NetId* needs to be *inactivated* immediately, a department should contact the OIT Help Desk to *deactivate* the *NetId* at that time.

- Faculty, staff and students who no longer have an affiliation with Rutgers are no longer eligible to have a Rutgers *email* account. The *email* account is *inactivated* upon notification from source systems.

- Faculty and Staff who retire from the university are eligible to maintain a Rutgers *email* account, however this will not be the Connect account previously utilized for *University Business*. A new *email* account for retiree will be *provisioned* on *Scarletmail*.

- Faculty and Staff who have been laid off from Rutgers but have recall rights can choose to maintain a Rutgers *email* account, which will be *provisioned* on *Scarletmail* during the recall rights period.

- In the circumstance where a faculty/staff *Connect account* is inactivated, and the department needs to access data contained in the inactivated account for Rutgers business continuity reasons, a request should be submitted by the department head to the Connect delegated administrators responsible for the department or the Enterprise Messaging Group. This data will be copied to a sharable location, outside the original account.

- In the circumstance where a faculty/staff *Connect account* is inactivated, and a department or third party request access to data contained within the account for reasons other than Rutgers business continuity, the request should be submitted to OGC for approval before the Connect delegated administrators responsible for the department or the Enterprise Messaging Group will release the data to the requesting party. If the request is approved, a copy of the data will be made available to the requesting party.

- When Faculty or Staff move within Rutgers from one department to another, if he/she would like to transfer the data from their current *Connect account* to the new department *Connect account*, the following process must be adhered to:

    - Faculty/staff submits request to exiting Department head.

    - Department head of exiting department needs to approve and sign off on this data transfer via *Connect account transfer approval form* within 15 days.

        - If data involves Patient Health Information (PHI), the HIPAA privacy officer needs to approve and sign off as well.

        - If approved, the *delegated administrators* from the exiting department and the new department will work with the employee to move the account from the existing location to the new location, along with the appropriate data in the account. Any data deemed inappropriate would not be moved.

    - When an employee has a dual assignment and the Connect account is within the primary assignment's domain, if the primary assignment ends and they wish to transfer data from their primary assignment *Connect account* to the secondary assignment *Connect account*, the following process must be adhered to:

        - Faculty/staff submits request to primary assignment Department head.

        - Department head of primary department needs to approve and sign off on this data transfer via *Connect account transfer approval form* within 15 days.

        - If data involves Patient Health Information (PHI), the HIPAA privacy officer needs to approve and sign off as well.

        - If approved, the *delegated administrators* from the exiting department and the new department would work with the employee to move the account from the existing location to the new location, along with the appropriate data in the account. Any data deemed inappropriate would not be moved over.