

Associate Accounts

Version Control

Version	Date
1.1	06/10/2017
1.2	01/11/2017

Related Polices

- Information Services Acceptable Use Policy
- Access Control Policy
- IT Security for 3rd Parties, Suppliers and Support Organisations Policy
- Data Storage and Remote Working Policy
- Password Usage and Management Policy

1 Introduction

1.1 Background

An Associate is someone who needs access to the University's IT services and who does not gain it automatically by being in the University's HR or Student Record systems. There are a number of different roles which fall into this category.

2 Associate categories

2.1 Visiting lecturers and temporary users

The appointment of visiting lectures is ad hoc and is difficult for IT Services to be informed when accounts associated with these appointments are no longer required. This procedure is not monitored centrally and therefore control of who is appointed is managed by the individual academic departments.

Requests for access to services for an Associate should be supported by a Sponsor who will be accountable for the Associate's use of those services. For example: if an ex-employee continues to contribute to a research group - the group's principal investigator is an appropriate Sponsor; if a contractor is assisting with a project - the project manager is an appropriate Sponsor; if a new employee has yet to begin their contract but requires access to some IT services for sending emails or making appointments, for example – their Line Manager would be the Sponsor.

Accounts for temporary users are appropriate when the University is providing a short-term service that involves minimal access or when temporary staff are fulfilling a short-term function for the University.

Requests for accounts should be sponsored by someone in a position to determine "who used the account, when". For example, their Line Manager.

2.2 Consultant IT staff (needing particular access to IT systems)

An account will be created for consultant IT staff or support personnel from external 3rd party support organisations who have been brought in to support the IT infrastructure, via the Associates application process. Additional permissions to access 'back-end' systems can be negotiated locally with the Sponsor.

3 Responsibilities

3.1 Associate account holders must:

- Take full responsibility for activity within your account
- Adhere to the Information Services Acceptable Use Policy and the JANET Acceptable Use Policy while registered at the University
- Take appropriate care with your account details/passwords
- Inform the IT Services Helpdesk if your account is no longer needed

3.2 Registration for Associate accounts

To access the University's IT services, an Associate should contact the faculty or department to arrange for a Sponsor who is somebody associated with the work you need to complete on behalf of the University, such as a line manager.

3.3 Sponsors for Associate account holders are responsible for:

- Making the application on behalf of the Associate
- Making sure the Associate is aware, reads and signs the University's Information Services Acceptable Use Policy and the JANET Acceptable Use Policy
- Notifying the IT Services Helpdesk if the Associate leaves before their official end date
- Notifying the IT Services Helpdesk of any changes in circumstances or relationships between the Associate and the University

Sponsors must enter a personal email address for the Associate as this will enable the University to send you updates and information about your application.

This application goes through an approval process, which includes a member of staff in the relevant faculty, school or department the account holder will be working with and also a member of the IT Services Team who will assess the access needs for this account in accordance with the Access Control Policy.

3.4 Authorisation for an Associate Account

Although most Associates and temporary users are outside University disciplinary arrangements the related IT Security policies must be followed.

- These users will sign the Information Services Acceptable Use Policy and agree to any related policies
- Some of these users will be contractors. Compliance with University policies can be made a condition of the contract
- A University employee will be accountable for having sponsored each Associate or temporary user

4 Annex - FAQ

4.1 What IT services does an Associate account activation give you?

There are no 'standard services' for miscellaneous users. However, a Sponsor can, for example, ask for an Associate to have access to the same services that employees have as standard services.

4.2 How long do I get IT services for?

These are granted for an initial maximum of 12 months. An email will be sent to the Sponsor and Associate a month before the Associate account expiry date, asking for confirmation of whether or not it should be extended.

4.3 How do I get extra services?

You will have to discuss additional service entitlement with your Sponsor and IT Services.

4.4 Can I extend my IT services?

A month before your account expiry date, you will receive an email asking you if you need to extend your services past the expiry date. Any extension must be agreed with your Sponsor.

4.5 When will my Associate account be deactivated?

Your access will have been agreed for a set period of time with your sponsor (maximum of 12 months, and renewable 1 month before deactivation). Your account will be deactivated on the date that has been agreed by your sponsor. This application will be assessed to determine the time for which you need the account.

IT Services will carry out regular reviews of the validity of each Associate account in each department.

4.6 What services can I expect when I leave?

You will not have access to any services once you are no longer an Associate (this is usually after your leave date), unless you take on another role within the University, for example as a member of staff or a student, in which case your account will be extended to have the relevant full access required for your new role.

4.7 What is the retention policy for IT services when I leave?

None of your IT services or data will be retained after your leave date.

4.8 What communications will I receive informing me of changes to my services?

You will be sent an email informing you that your account will expire. Appropriate arrangements should be made with your Sponsor to transfer any data or email that needs to be kept.

4.9 Under what circumstances will my account be disabled/suspended?

- Contravening the JANET Acceptable Use Policy
- Contravening the terms set out in the Information Services Acceptable Use Policy
- If IT Services staff believe an account has been compromised. They have authority to disable the account
- If there is a potential disciplinary or legal case against a particular user. The relevant authorities (i.e. Human Resources) may ask IT staff to disable the user's accounts
- You are no longer considered to be a registered Associate user