	Applies To: **HSC**
	Responsible IT Service Management Steering
	Committee
	Revised: November 3, 2015

| Title: **HSC Account Management Policy** | **Procedure** |

| **Patient Age Group:** | (X) N/A | ( ) All Ages | ( ) Newborns | ( ) Pediatric | ( ) Adult |

DESCRIPTION/OVERVIEW
The following statements define procedures for administering user accounts on information systems at the University of New Mexico Health Sciences Center (HSC). These procedures apply to anyone requesting an account and to anyone that creates or manages accounts for system managed and maintained by the Health Sciences Information Technology. These statements define conditions specific to the HSC as extensions and clarifications of UNM policies. The application of these procedures will improve security through the appropriate maintenance of HSC accounts. These procedures define who may hold an HSC account as well as the processes for the creation and deletion of those accounts.

REFERENCES
None.

AREAS OF RESPONSIBILITY
HSC IT Systems

GENERAL INFORMATION and DESIRED OUTCOME:

The HSC provides account holders access to an extensive range of information systems including but not limited to: email, internet access, online databases and journals, calendaring, network file shares, SharePoint, remote access, clinical systems, and the potential access to HIPAA related data. Access to specific application and systems are based on the account type, the account holder's position or affiliate relation within the HSC and their work/educational requirements.

Creation Eligibility
An HSC NetID cannot be created until the user is active in UNM's ERP system. This applies to Staff, Temporary Staff, Faculty, Student, and Affiliates. Affiliate roles are required for all non UNM Employees or Students such as third party contractors, vendors, and outside organizations. This allows UNM to have a record on file for said users time at UNM.

Username
Every HSC user account has a username (HSC NetID) that is unique within the HSC directory of users and usernames. The username may be up to 20 characters.

The username or HSC NetID for new accounts is derived from the first initial and last name of the account holder if no account for the user in the HSC or UNM directory pre-exists. If the individual has an existing UNM NetID then the HSC ID will be created to match if the ID is of a professional

nature, being based off a derivation of the users name or initials. In the event that the system generated username created with this rule is not unique, the addition of the next letter of the user's first name will occuruntil the username is unique within the HSC and UNM directories. Affiliate accounts will have their full First and Last name entered as their HSC NetID. A batch process is run to create a UNM NetID at the time the HSC NetID is created if it does not exist already. Users may look up their ID's for these systems with the HSC's online directory at http://myportal.health.unm.edu/eGuide/servlet/eGuide or using the UNM online directory at http://directory.unm.edu.

The given username is associated with the account holder for the duration of their affiliation with HSC. When the affiliation ends the username is released for reallocation after the account is deleted (see 1.5 for account deletion rules).

A user may request that their username be changed only after UNM HR is notified of a qualifying event that prompts a name change in UNM enterprise systems (e.g. marriage, or official legal name change). Renames will be done to match the UNM NetID after it has been changed if practical.

User Account Classes
The UNM Health Sciences Center currently supports three classes of user accounts: Student accounts, employee (staff and faculty) accounts, and sponsored affiliate accounts. Each class has specific account creation procedures and specific usage provisions. Users must use their accounts in accordance with the provisions defined for their account classification.

Account Status
The status of a user account may be active, locked, closed or revoked.
- An *active* account is a fully operational account.
- A *locked* account is a temporarily suspended account.
- A *closed* account is one where the account has been deactivated thus preventing access to the account. This action is taken when the account holder no longer satisfies the criteria for holding that type of UNM Health Sciences Center account. The HSC retains closed accounts for a defined period of 30 days after which time they are deleted. Until deleted the account may be reinstated if appropriate conditions are satisfied.

PROCEDURE
1. Employee Accounts

Employee accounts are assigned to paid members of the HSC workforce. Employee status is determined by an active HSC related role listing in the UNM ERP system. UNM and HSC policies, including these guidelines, apply without exception to all account holders.

1.1 Account Creation
Employee accounts are issued for the period of employment and are intended to support work related to the employee's position. The creation of an account does not assign any specific rights to access HSC systems. Those rights are defined by the role of the individual within the HSC and the person responsible for the data in a

system. The creation of an HSC account may generate the creation of other accounts. In particular HSC employees may have a UNM NetID generated automatically if they do not have one already. Other automated actions may be performed as a result of an account request.

1.2 Email Address

The email address for a user account currently takes the form of HSCNetID@salud.unm.edu (e.g., user John Boggs has an account username (HSC NetID) of jboggs and an email address of jboggs@salud.unm.edu). This newly created e-mail will take precedence of a main UNM NetID mail account if one exists. Only the HSC email address will be listed in the UNM Directory.

1.3 HSC Online Directory

The name and contact details of all HSC account holders appear in the HSC online directory. This information is removed from the directory at the time the account is deleted.

1.4 Quotas

The HSC reserves the right to impose data storage quotas at any time to protect the integrity of the system and to prevent abuse of HSC storage services. See HSC Data Storage and Retention Procedures.

1.5 Account Closure & Deletion

An employee account remains active while the account holder is employed by the sponsoring organization or the academic appointment is valid as recorded in the UNM ERP system. Closure of an account signifies that access to the account is disabled. 30 days after an account is closed the account may be deleted. When the account is deleted the primary Home Directory (H Drive) and any contents will also be deleted. If the account holder resumes employment or receives a new appointment before the account is deleted, the account may be reactivated with the same username.

1.6 Account Revocation

The Dean or Director of a sponsoring organization may submit a written request that access to an employee account be revoked prior to the employee's formal separation from their sponsoring organization. Account access may also be temporarily locked by IT administrators in response to a suspected UNM or HSC policy violation. Suspected policy violations and account revocation will be reported to the account sponsor, Department Chair, Dean, Director, Manager, Supervisor or Human Resources. Account holders who have had their access revoked may request reconsideration of the decision by the HSC Executive Vice President. The Executive Vice President's decision will be based on recommendations submitted by the sponsoring components' Dean or Director. Additional information and guidance about policy violation and account revocations can be found in UNM and HSC Policies.

2 Affiliate Accounts

Deans and Directors of the HSC or their designees have the sole authority to

sponsor accounts for the HSC network and email. HSC business affiliate accounts sponsored by HSC components may be limited by the terms and conditions of the affiliation. UNM and HSC policies, including these guidelines, apply without exception to all sponsors and account holders.

Affiliate accounts are given to individuals who require access to HSC IT resources and may not be directly employed by the HSC or UNM. They may be outside third party contractors, vendors, and organizations. Affiliate accounts must be approved by the Dean, Director. or their designee of the sponsoring HSC component on an annual basis and include the following:

- Visiting academicians, including temporary faculty, holding an honorary academic appointment;
- Visiting students;
- Contractors and consultants providing services to the HSC or one of its subsidiaries, typically involving a contract for services;
- UNM main or branch campus employees;
- Any affiliated entity as approved by an HSC Dean or Director or their designee.

2.1 Account Creation

Affiliate accounts may be limited to a single application or system. A 1 year expiration date will be applied at the time of creation... Terms are one year and must be renewed annually with Account Sponsor approval. Special requests may be made for expirations less than a year. Personal information for an affiliate account holder will be used in accordance with the University privacy policy outlined in the Acceptable Computer Use Policy. Affiliate account holders must agree to abide by all UNM and HSC IT Policies. Affiliate accounts are otherwise created in keeping with 1.1 above.

2.2 Email Address

Generally, affiliate accounts are not issued an HSC email address. For affiliate accounts with a justifiable business need, an email address will be created in the same format as described for an employee account in 1.2 above.

2.3 HSC Online Directory

Online directory information for affiliate accounts is managed and presented in the same way as 1.3 above.

2.4 Quotas

Storage for affiliate accounts is on an as needed basis with a justifiable business need and quotas may be applied at any time.

2.5 Account Closure and Deletion

Affiliate accounts may be closed upon request from a Dean or Director or their designee from the sponsoring organizational unit at any time. Affiliate account closures are immediate. Affiliate accounts expire automatically one year after creation unless renewed during the annual Account Sponsor approval. Closure and deletion procedures are the same as those defined for employee accounts in 1.5 above.

3. Student Accounts

To receive a student account the requestor must be recognized as a current HSC student in the official UNM student system. Qualifying HSC student types include:

- HSC students matriculated in degree-granting programs;
- Post-graduate researchers actively enrolled in HSC courses;
- Main Campus students enrolled in an HSC program or course;
- Official HSC miscellaneous students (e.g. students from other schools or programs participating in short term training at the HSC).

A student may only hold one account at any point in time.

3.1 Account Creation

Student accounts are created when an approved role (listed above in section 3) is added to the UNM ERP system. Personal information about students will be used in accordance with the UNM privacy policy outlined in the Acceptable Computer Use Policy and FERPA legislation.

3.2 Email Address

The email address format for a student account is the same as described for an employee account in 1.2 above. This newly created e-mail will take precedence of a main UNM NetID mail account if one exists. Only the HSC email address will be listed in the UNM Directory.

3.3 HSC Online Directory

Online directory information for student accounts is managed and presented in the same way as 1.3 above.

3.4 Quotas

Generally, student accounts are not issued a Home Directory (H Drive). Students with a justifiable academic need may request a Home Directory (H Drive) if needed. Student accounts may have quotas imposed at any time to protect the integrity of the system or to prevent abuse of the storage service.

3.5 Account Closure & Deletion

An HSC student account remains active while the account holder is recognized as an active HSC student in the UNM ERP system. Account deletion procedures follow those outlined in 1.5 above. Closure of a student account means access to the account is disabled until such time that the account holder has re-enrolled. Other special cases may be negotiated with the academic unit to keep an account open as needed. Student accounts are deleted after 30 days. If a student returns after an account is closed but before it is deleted the account may be reactivated with the original username.

DEFINITIONS

An HSC *Account* gives access to a range of HSC information systems based on your role in the organization. Anyone with a valid HSC account or HSC NetID will appear in the HSC online

directory. These account holders may also have a UNM NetID which grants access to systems on main campus.

User is the individual with an HSC information systems

account.

Account Holder in this document is synonymous with *user*.

Username is the unique account name given to a user account.

Account Sponsor is a person or organizational unit other that validates the need for a given user account and has the authority to change the account status.

SUMMARY OF CHANGES
Revised 3/26/2015
Addition of more strict rules for account creation eligibility were added.

RESOURCES/TRAINING

Resource/Dept	Contact Information
HSC Accounts Manager	HSC-HSLIC-AcctMgr@salud.unm.edu

DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
Owner	IT Service Management Steering Committee		
Consultant(s)	NA		
Committee(s)	IT Service Management Steering Committee		11/3/15
Effective Date		11/3/15	
Origination Date		[	

ATTACHMENTS
None.