

Title: Account Management		Policy			
Patient Age Group:	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> All Ages	<input type="checkbox"/> Newborns	<input type="checkbox"/> Pediatric	<input type="checkbox"/> Adult

POLICY STATEMENT:

The following statements define policies for administering user accounts on information systems at the University of New Mexico Health Sciences Center. These statements define conditions specific to the HSC as extensions and clarifications of UNM policies. The application of these policies will improve security through the appropriate maintenance of HSC accounts. These policies define who may hold an HSC account as well as the processes for the creation and deletion of those accounts.

APPLICABILITY:

This policy applies to anyone requesting an account and to anyone that creates or manages accounts for system managed and maintained by UNMH IT or HSLIC IT. Departmental system should follow these guidelines where appropriate. Full departmental integration with these standards is the future objective. Providing false account request information will result in the immediate locking of accounts and may result in further administrative actions. Failure of account administrators to follow the guidelines of this policy may result in disciplinary action.

POLICY AUTHORITY:

This policy is an HSC policy. The KMIT leadership council is the authorizing group. This document was developed and reviewed by the KMIT Operations Council. The KMIT Operations Council should be contacted for revisions.

CROSS REFERENCES:

- Acceptable Computer User, UNM Business Policy 2500
- Computer Security Controls and Guidelines, UNM Business Policy 2520
- CIRT’s Guide to account locking/unlocking
- HSC IT Workstation Use and Security
- Password Management - EPHI (UH Policy)
- Family Educational Rights and Privacy Act (FERPA),

DEFINITIONS:

The following are definitions for abbreviations and terms used in this document:

HSC is the UNM Health Sciences Center.

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.

LDAP is an acronym for Lightweight Directory Access Protocol, a directory services communications standard that supports secure authentication to information systems. *Account Sponsor* is a person or organizational unit other than the account holder that functions as a 'sponsor' for an account. The account sponsor validates the need for a given user account and has the authority to change the account status.

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, and clinical systems. Access to specific application and systems are based on the account type, the account holder's position within the HSC and their work/educational requirements.

Username

Every HSC user account has a username 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 sponsored accounts is derived from the first initial and last name of the account holder. In the event that the system generated username created with this rule is not unique, additional rules are applied until the username is unique within the HSC directory. A batch process is run to create a UNM NetID at the time the HSC NetID is created. If there is a conflict with an existing account on a UNM system additional rules are applied until the ID is unique with the UNM directory. Users may look up their ID's for these systems with the HSC's online directory at <http://unmhsc.health.unm.edu>

The given username is associated with the account holder for the duration of their affiliation with the HSC. When the affiliation ends the username is released for reallocation after the account is deleted (see 1.1.5 for account deletion rules).

A user may request that their username be changed only after UNM HR or UNM Hospitals HR is notified of a qualifying event that prompts a name change in those systems (e.g. marriage, or official legal name change).

User Account Classes

The UNM Health Sciences Center currently supports two classes of user accounts: sponsored accounts and student 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 one where the account password has expired. An account may be locked at the request of a supervisor or other authorized person as an interim step to further action.

- 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 after which time they are deleted. Until deleted the account can be reinstated to the account holder.
- A *revoked* account is one where access to the account is restricted or disallowed before the end of the user's term of service. Refer to the appropriate section under each account type for details on revoking access to an account.

IMPLEMENTATION PROCEDURES:

1. Sponsored 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 IT policies, including these guidelines, apply without exception to all sponsors and account holders. Sponsored accounts may be one of two types: Employee or Associate.

1.1 Employee Accounts

Employee accounts are given to:

- Paid members of the HSC workforce;
- Paid members of an HSC business partner workforce.

Upon request from a sponsor, HSLIC may classify Employee Accounts as Associate Accounts (see 1.2) for an extended period as needed.

1.1.1 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. The creation of an HSC account may generate the creation of other accounts. In particular HSC employees will have a main campus account generated automatically after the creation of the HSC account. Other automated actions may be performed as a result of an account request.

1.1.2 Email Address

The email address for a user account currently takes the form of username@salud.unm.edu e.g. user John Boggs has an account username of jboggs and an email address of jboggs@salud.unm.edu. The form of the name may change from time to time as approved by the Executive Vice President for Health Sciences. Aliases or alternative email addresses may be allowed with appropriate business need and supervisor approval.

1.1.3 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 closed.

1.1.4 Quotas

The HSC reserves the right to impose data storage quotas at any time to protect the integrity of the system and to curb abuse of our storage services.

1.1.5 Account Closure & Deletion

An employee account remains active while the account holder is employed by the sponsoring organization or the academic appointment is valid.

Closure of an account signifies that access to the account is disabled. Thirty days after an account is closed the account may be deleted. If the account holder resumes employment or receives a new appointment before then, the account is reactivated with the same username and password.

1.1.6 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 IT policy violation. Suspected policy violations and account revocation will be reported to the account sponsor. 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's Acceptable Computer Use Policy 2500.

1.2 Associate Accounts

- Associate accounts are given to individuals who require access to HSC IT resources and may not be directly employed by the HSC or an official HSC business affiliate. Associate affiliations must be approved by the Dean or Director of the sponsoring HSC component and include the following:
- Contractors and consultants providing services to the HSC or one of its subsidiaries, typically involving a contract for services;
- Visiting academicians, including temporary faculty, holding an honorary academic appointment;
- UNM main or branch campus employees;
- Any affiliated entity as approved by an HSC Dean or Director.

1.2.1 Account Creation

Associate accounts may be limited to a single application or system. Expiration dates will be applied, as appropriate, based on the term of the association with the HSC.

Personal information for an associate account holder will be used in accordance with the University privacy policy outlined in the Acceptable Computer Use Policy.

Associate account holders must agree to abide by the UNM and HSC IT Policies.

Associate accounts are otherwise created in keeping with 1.1.1 above.

1.2.2 Email Address

For associate accounts with an email address the format is the same as described for an employee account in 1.1.2 above.

1.2.3 HSC Online Directory

Online directory information for associate accounts is managed and presented in the same way as 1.1.3 above.

1.2.4 Quotas

Storage for associate accounts is on an as needed basis and quotas may be applied at any time.

1.2.5 Account Closure and Deletion

Associate accounts may be closed by a Dean or Director or his/her designee from the sponsoring organizational unit at any time. Associate account closures are immediate. Closure and deletion procedures are the same as those defined for employee accounts in 1.1.5 above.

1.2.6 Account Revocations

Associate account revocation procedures are the same as those for employee accounts in 1.1.6 above.

2. 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;
- 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.

2.1 Account Creation

A recognized student account manager from an HSC component may make arrangements for batch student account creation. Any student needing an account may make a request through HSC user support web page at <http://hsc.unm.edu/library/usersupport>. Personal information about students will be used in accordance with the UNM privacy policy outlined in the Acceptable Computer Use Policy and FERPA legislation.

2.2 Email Address

The email address format for a student account is the same as described for an employee account in 1.1.2 above.

2.3 HSC Online Directory

Online directory information for student accounts is managed and presented in the same way as 1.1.3 above.

2.4 Quotas

Student accounts may have quotas imposed at any time to protect the integrity of the system or to control abuse of the storage service.

2.5 Account Closure & Deletion

An HSC student account remains active while the account holder is recognized as an active HSC student in the UNM student management system. Account deletion procedures follow those outlined in 1.1.5 above. Closure of a student account means access to the account is disabled until such time that the account holder has re-enrolled. Students in good standing may request to renew their GroupWise e-mail account for up to one year after they leave the university. Other special cases may be negotiated with the academic unit to keep an account open as needed. If a student returns after an account is closed but before it is deleted the account may be reactivated with the original username.

2.6 Account Revocations

Student account revocation procedures are the same as those for employee accounts in 1.1.6 above.

SUMMARY OF CHANGES:

This policy primarily codifies existing practices with regard to account management and is a new policy.

KEY WORDS:

Account, lock, delete, close, sponsor, student, associate

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DOCUMENT APPROVAL & TRACKING

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ATTACHMENTS

None