



IT USER ACCOUNT MANAGEMENT PROCEDURE

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Supporting documents, procedures & forms of this procedure:	IT Acceptable Use Policy Sponsored User Account Application User Account Management for Staff and Students UOW Controlled Entities		
Relevant Legislation & External Documents:			
Audience:	Internal		



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1 Introduction / Background

1. The University of Wollongong maintains two categories of IT User Accounts; sponsored; and student accounts.
2. These Procedures outline the University's administration of User Accounts for authorised users of the University's IT Facilities.
3. The University of Wollongong is committed to the appropriate use of Information Technology Services in support of its teaching, research, administrative and service functions. This document is an adjunct to the University's IT Acceptable Use Policy which defines the acceptable behaviour expected of users and intending users of the facilities. The University requires users to comply with the IT policies and associated requirements governing the use of IT Facilities as a condition of their use. These are accessible on the University Policy Directory.

2 Scope / Application

1. This Procedure applies to:
 - a. all Users of UOW User Accounts; and
 - b. all sponsors of UOW User Accounts
2. All users should be aware of this document, their responsibilities and legal obligations. All users are required to comply and are bound by law to observe applicable statutory legislation.

3 Definitions

Word/Term	Definition (with examples if required)
Account Holder	Any person granted a User Account with the University of Wollongong
Account Sponsor	The individual who holds the appropriate authority to authorise the creation of an individual's account and has verified that the individual has a legitimate and viable reason to be associated with a specific Faculty, Division or Controlled Entity of the University and be issued with a User Account. The Account Sponsor is responsible for ensuring proper procedure is followed in accordance with IT Policies and Procedures with regards to the management of User Accounts associated with a specific Faculty, Division or Controlled Entity of the University.
Associate Account	Accounts that apply to individuals granted access to the University IT Facilities and Services by virtue of an affiliation with the University. Recognised affiliations are: <ul style="list-style-type: none">- Contractors and consultants providing services to the University (typically involving a contract for services)- Visiting academics of the University other than those holding an honorary academic appointment- Members of the University Council- Members of a recognised business or community affiliate of the University of Wollongong



Contact Directory	University of Wollongong online staff / contact listing, accessible at http://www.uow.edu.au/about/contacts/
IMTS	Information Management and Technology Services
IT Facilities and Services	Information Technology facilities operated by or on behalf of the University. This includes services and systems and associated computing hardware and software used for the communication, processing and storage of information.
Miscellaneous student	A miscellaneous student is not formally a student of the University of Wollongong. A miscellaneous student's affiliation with the University is recorded for the purpose of managing their access to University facilities.
Sponsored Account	A User Account issued to Staff or Associates of the University.
Staff	All people employed by the University including conjoint appointments, whether on continuing, permanent, fixed term, casual or cadet or traineeship basis.
Student	A person formally enrolled in a course at the University of Wollongong.
Student Account	A UOW User Account issued to Students of the University.
University	University of Wollongong and controlled entities.
User	A person assigned a User Account by the University or a person who is otherwise authorised to use University IT Facilities and Services.
User Account	An identity assigned to a User, with an associated username, for the purpose of accessing IT Facilities and Services that require authentication by the user.

4 Account Management Key Terms

Username

1. All User Accounts are uniquely identified by a username, where the username may be up to ten characters and relates to the name of the account owner. The format of the username is dependent on the type of account of the individual.
2. A username is issued to an individual for the duration of that individual's affiliation with the University. The facility does not exist to change a username. In the case of a legal name change where extraordinary circumstances justify a username change, an account holder may be issued a new account, given an application made in writing and approved by the Director, IMTS.

User Account Groups

3. The University supports two groups of User Accounts these being Sponsored Accounts and Student Accounts.
4. An individual may hold one account from each group at any point in time but should have no more than two accounts.



5. An individual must only use an account for the purpose provided i.e. for sponsored purposes if a sponsored account and student purposes if a student account.

User Account Sponsors

6. All User Accounts require a sponsor. Organisations sponsoring accounts may be the University, controlled entities of the University, or a recognised community or business affiliate.
7. The issuing of accounts is dependent upon the agreement set in place between the University and the sponsoring organisation. However, in all cases the University IT policies, including this document, apply without exception.

Account Status

8. The status of a User Account may be:
 - a. active - an active account is a fully operational account;
 - b. expired - an expired account is one where the account password has expired and is required to be reset before the account can be used;
 - c. closed (deactivated) - a closed (deactivated) account is one where access to the account is revoked given that the account holder no longer satisfies the criteria for holding that type of User Account.
 - d. withdrawn (restricted) - a withdrawn (restricted) account is one where the users' access to the account is withdrawn in advance of the official closure of the account. Further details on withdrawing access to an account are provided in clauses 5.31-5.33 below.

Account Holder Entitlements

9. The University provides access to IT Services and Facilities to User Account holders. Access to these services is based on the privileges of the account's type, sponsoring organisation and any individual system's access assigned to the individual account holder.
10. Exceptions to the standard privileges that apply to an account may be permitted where a request is made in writing and approved by the: Director IMTS; Senior Executive; Executive Dean or Director.

5 Sponsored Account Management Processes

1. Sponsored accounts may be one of two types: Staff or Associate.
2. To hold a sponsored account an individual must be over 16 years of age.
3. To hold a Staff Account an individual must:
 - a. be a paid staff member of the University;
 - b. hold an honorary academic appointment with the University; or
 - c. be a University Council-awarded Emeritus Professor or Fellow of the University.
4. Associate Accounts apply to individuals who are granted access to the University IT Facilities and Services by virtue of an affiliation with the University. Recognised affiliations are:
 - a. contractors and consultants providing services to the University;
 - 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. Requesting a Sponsored User Account enables sponsored account holders to:
- a. request creation of a staff or associate account;
 - b. change the type of their account, between Staff and Associate;
 - c. change the sponsor of their account; and
 - d. reactivate a deactivated account.

Creation of a new account

6. The application form for a University of Wollongong sponsored staff or associate account is available from the [IT Service Catalogue](#).
7. The requester is required to complete the applicant details as requested on the online form.
8. The requester must nominate an account sponsor as defined by the [Account Manager List](#).
9. For University of Wollongong staff accounts, the sponsoring organisation is the University of Wollongong and the account type is Staff.
10. For all other staff or associate accounts, the sponsoring organisation can be selected from the available list within the online form.
11. IMTS endeavour to create accounts within 24 hours of receiving the application form.
12. The account holder will appear in the 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.
13. 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, IMTS will contact the account's sponsor to confirm the accounts validity.
14. The email address of a User Account takes the form of `username@uow.edu.au` e.g. `jbloggs@uow.edu.au`.
15. An alias is created for each account based on a preferred standard of `firstname_lastname` e.g. `joe_bloggs@uow.edu.au`. Where duplicates are encountered, IMTS contact the applicant for selection of a suitable alternative. Given this, the use of `firstname_lastname` as an assumption for the email address is limited, and may result in emails being sent to an unintended recipient. Mail users are encouraged to access the Contact Directory and the University Address book, accessible via individual mail clients, to determine email addresses.
16. Email accounts must not be set to forward email to a non-UOW email address.
17. An Account Sponsor cannot create a User Account that they have sponsored.



Closure of an account

18. Staff accounts remain active while ever the account holder has a current appointment with the University. The User's access to their IT account ceases when they are no longer an employee of the University, unless, under extenuating circumstances, the Director, IMTS deems otherwise.
19. The closure of Staff accounts is managed automatically based on appointment details maintained in the university HR System. Consequently, Staff accounts will automatically close when an account holder's appointment with the University ceases.
20. Staff account deactivations occur each Monday morning, an account will automatically close if the supporting appointment has not been processed into the HR system.
21. Accounts held by University Council honorary award recipients remain active until the University is advised that the account is no longer required.
22. Staff account holders receive an email indicating the pending closure of their account.
23. The retention period applied to casual academic appointments is 7 weeks and is intended to ensure that account holders retain their account while ever they continue to work consecutive sessions in the same calendar year. This retention period can be cancelled if written notification is received from the relevant Senior Executive, Executive Dean or Director.
24. Revoking access to an account in advance of the accounts' official closure is as outlined under the section titled Account Withdrawal below.
25. 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 inactive for a period of 12 months, at which time it is deleted.
26. Account holders who wish to be contactable following the closure of their account should ensure that they record an automatic reply prior to the closure of their account. The automatic reply will continue to operate until the account is deleted.
27. Email accounts must not be set to forward email to a non-UOW email address.
28. Sponsored account usernames are not re-used.
29. The University reserves the right to undertake a periodic audit of sponsored accounts for the purpose of validating active accounts.
30. The reactivation of staff accounts is an automatic process and occurs within an hour of an appointment being recorded in the HR system.
31. Closed User Accounts are removed from the University Contact Directory within 24 hours of the accounts closure.
32. Associate and controlled entity accounts remain active at the discretion of the sponsor and can be closed (deactivated) at any time.

Account Withdrawal/Restriction

33. A user's access to their account can be withdrawn or restricted in advance of their account's official closure following a written request to the delegated authority from the relevant Senior Executive, Executive Dean or Director, or head of the sponsoring organisation.
34. Account access may also be temporarily or indefinitely withdrawn or restricted by IMTS in response to a suspected policy violation or a possible or confirmed security breach.



35. A user whose access has been withdrawn or restricted may request reconsideration of the decision by the delegated authority, who shall consider the withdrawal with the relevant Senior Executive, Executive Dean or Director or head of the sponsoring organisation. Following this, the delegated authority, shall confirm the withdrawal, or reinstate the account.

Reactivation of an Account

36. Account holders can request reactivation of a closed account via the relevant Account Sponsor in their Faculty, Division, or controlled entity. The application must be approved by a recognised User Account manager. At the same time as reactivating the account, the sponsor and/or account type is able to be changed.
37. Applications for reactivation may be made for all Sponsored accounts except for those with a withdrawn or restricted status.
38. Once actioned the User Account will be accessible to the account holder under the original username and password.

Change account sponsor or type

39. An account holder can request/apply to change their account sponsor or type by submitting a [Sponsored User Account Application](#).
40. A change of account sponsor is relevant when an account holder moves between the University and one of its controlled entities and affiliates, and vice versa.
41. 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.
42. During this 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/type and the appropriate management processes will then apply.
43. Actioning a change of an account involves:
 - a. changing the primary group of the account, and/or
 - b. updating the organisational unit or department if it is a UOW associate account.

Passwords

44. Users must set up the [self-service password reset capability](#) to enable themselves to reset a forgotten or expired password.
45. Passwords are created by the account holder and have the following security requirements:
 - a. must contain 8-31 characters;
 - b. must contain only printable characters;
 - c. passwords are case sensitive, e.g. "a" is not the same as "A";
 - d. cannot be re-used;
 - e. cannot be based on your username (e.g. abc123) or your real name (e.g. jciti03) or any other personal information;
 - f. must differ from your old password by at least three characters.



46. System generated password resets occur every 366 days. Account holders receive a password expiry notification. If the password is not reset before it expires, the account automatically locks until it is reset.

6 Student Accounts

Account Creation

1. An individual may hold only one Student Account at any point in time.
2. Student Accounts are created using the electronic account creation process. To create a Student Account, a Student must be recognised as a current student in the Student Management Package, which is defined as:
 - a. an undergraduate, postgraduate research or postgraduate coursework student who is enrolled in an active course; or
 - b. a prospective international student with an active Confirmation of Enrolment and a valid course offer; or
 - c. a non-award or University college student with a current or prospective subject enrolment; or
 - d. a Miscellaneous student attached to a current miscellaneous student group.
3. Each student account is created with a unique username based on the student's initials followed by a number.

Account Closure & Deletion

4. Continued access to the student account is maintained automatically based on records in the University Student Management Package. For the purposes of managing the official closure of a student account, an account remains open while ever an undergraduate, postgraduate coursework, postgraduate research, non-award or University college Student or Miscellaneous student has an "active" course. A retention period of six months is accommodated i.e. accounts close six months after the course is completed.
5. Closure of an account means the account is frozen, i.e. the password is revoked, until such time as the individual resumes study, at which point the account is reactivated. Accounts are automatically reactivated under the original username and password if the account still exists.
6. Students receive multiple emails indicating the pending closure of their account in the 6 months leading up to the closure of their account.
7. Accounts that have been closed for a period of nine months are deactivated and deleted.
8. Student Account usernames are not reused.
9. A Student may request an extension to access their account past their official closure date. Such extensions must be applied for in writing, to the Director, Student and Accommodation Services Division, and will only be granted in exceptional circumstances.

Passwords

10. Passwords are created by the account holder and have the following security requirements:
 - a. must contain 8-31 characters;



- b. must only contain printable characters;
 - c. passwords are case sensitive, e.g. "a" is not the same as "A";
 - d. cannot be re-used;
 - e. cannot be based on your username (e.g. abc123) or your real name (e.g. jciti01) or any other personal information;
 - f. must differ from your old password by at least three characters;
11. System generated password resets occur every 366 days. Account holders receive a password expiry notification. If the password is not reset the account automatically locks until it is reset.
12. Users must set up the [self-service password reset capability](#) to enable themselves to reset a forgotten or expired password.

7 Roles & Responsibilities

Account Sponsors

1. Account Sponsors have the following responsibilities:
 - a. Authorise the creation of user accounts for staff and associates under their Faculty/Division;
 - b. Verify individuals being sponsored have a legitimate and viable reason to have access to a sponsored user account;
 - c. Assist IMTS with periodic Audits on Non UOW payroll accounts to verify if accounts should be kept active and that the individual still meets the criteria to hold an associate accounts;
 - d. Assist IMTS with UOW Payroll Accounts. IMTS advises sponsors which accounts are deactivating each Monday morning, giving the opportunity for Sponsors to request for an account to be kept active, for a period of no more than 2 additional pay-runs, pending re-appointment;
 - e. Authorise access to and or creation of shared mailboxes and mailing lists for their respective areas; and
 - f. Authorise the reactivation, restriction, or deactivation of sponsored user accounts as well as request to change sponsor or account type under their authority.

8 Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	1 January 2017	Chief Finance Officer	First version resulting from major review of IMTS policy suite.
2	26 September 2018	Chief Finance Officer	Change to password parameters Changes to account retention periods



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3	19 August 2020	Chief Operating Officer	Minor amendments to reflect current processes, including addition of section on passwords and Account Sponsor roles and responsibilities.
4	18 December 2020	Chief Operating Officer	Administrative amendments to reflect divisional and faculty realignments.
5	25 January 2022	Chief Operating Officer	Amendment to allow for all student account types having the same retention periods to their accounts after either leaving UOW or their course end date.