TYPE: INFORMATIONAL & INSTRUCTIONAL TECHNOLOGY

POLICY TITLE: Student Account Lifecycle

Purpose

The purpose of this policy is to ensure that student accounts used on systems supported by Northeast Wisconsin Technical College (NWTC) are part of an identity management system aligned with IT industry best practices with regards to securing college resources. This will standardize the process and technical infrastructure for managing IT systems access, the methods of authenticating those users, and the approaches for providing access to those systems.

Policy

User authentication is a means to control who has access to NWTC systems. Controlling the access is necessary for all systems. Access gained by a non-authorized entry can have impacts on confidentiality, integrity, system availability, revenue, identity theft, liability, trust, and harm the reputation of Northeast Wisconsin Technical College.

Identity Management is an important aspect of computer security. Ineffective identity management creates the following security problems:

- Orphan accounts
  Without prompt and reliable processes to ensure that access is terminated once users leave an organization, orphan accounts can remain for days, week, or even months.
- Dormant accounts
  A student may finish their degree, drop out, or only register for one course yet their account remains active indefinitely.
- Stale privileges
  A student may be hired on as a work-study and their privileges to that data may remain after completion of the work-study job.
- No accountability
  Without detailed and long-term auditing, it is impossible to determine who granted a privilege to a user, when, and why.

Student User ID Lifecycle Standard

The following will be used at NWTC as the standard for student account provisioning:

- A student user ID will be deleted when has not enrolled in a class for the last three terms plus one future term.

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- A notification will be sent to the NWTC Student Email account of the student notifying them of their pending user ID purge 30 and 14 days prior to removal.

Student User ID Purge Standard

When a student user ID no longer meets the Student User ID Lifecycle Standard, the account will be purged from the systems listed below:

- Microsoft Active Directory
  - Purging an account from Active Directory includes permanent deletion of all files associated with the student user ID.
- Google Gmail
  - Purging an account from Google Gmail includes permanent deletion of all files associated with the Google account.
- PeopleSoft Student Portal

Student records, including academic information, will remain available in accordance to the NWTC Data Retention Policy.

Student User ID Provisioning Standard

A student can re-activate their account in the PeopleSoft student portal to gain access to student records. The student will be issued the same student ID, as it will never change or be used by another student. However, students may be issued a different email address, depending on the uniqueness of their name. The email address is not saved as part of the purge process and could be used by another student account.

Revision History

Creator	Description	Submission Date	Approval Date
Karl Reischl	Version 1	04/25/14 to FIM team	Approved by FIM team, sent Link to Linda 04/25/14
Karl Reischl	Version 2	Was not submitted, do not use.	Was not submitted, do not use.
Karl Reischl	Version 3	04/28/14	Contained edits
Karl Reischl	Version 4	04/30/14	
Nate W	Minor updates to wording, listed in RED, no major changes.	9/28/15	