



User Account Retention

Adopted:	March 1, 2022
Last Reviewed/Revised:	N/A
Responsibility:	Manager of Information Technology Services
Next Scheduled Review:	2025-2026

Purpose

The purpose of this Protocol is to define the length of time that user accounts and associated services provided by the Brant Haldimand Norfolk Catholic District School Board (BHNCDsb) will be maintained after the account holder leaves the district. It subsequently serves to maintain the security, operational cost, and efficiency of the BHNCDsb network.

Application and Scope

This protocol applies to all staff, students, trustees and volunteers who have login accounts on the BHNCDsb network.

References

- OPS 400.13 Records and Information Management

Forms

- N/A

Appendices

- N/A

Definitions

User Account: A username and password given to users that is used specifically to access resources on the BHNCDsb network.

Account Holder: Any staff, student, trustee or volunteer who has been issued a user account.

Email: BHNCDsb email address associated with a user account, typically first_initial+last_name@bhncdsb.ca.

File Storage: A place where user data is stored. Typically, data on the user's OneDrive or Email, but it also applies to data in SharePoint, Teams and anything stored on local devices.

ITS: Staff members of the BHNCDsb Information Technology Services.

Disabled Account: A login account that has been disabled by ITS in order to restrict usage. All data is still maintained and accessible by ITS but inaccessible by the account holder.



Deleted Account: A login account that has been deleted by ITS. All data associated with the account is permanently deleted and the account can no longer be used to access any BHNCDSD network resources.

Recorded Last Day: This is the last day the user is considered part of the BHNCDSD organization.

Department Protocol

Staff, Trustee and Volunteer User Accounts

- Staff, Trustee and Volunteer user accounts will be disabled by 11:59 pm of their recorded last day of employment with the BHNCDSD. The process is fully automated.
- Staff, Trustee and Volunteer user accounts will be deleted one year to the day of their last recorded day of employment with the BHNCDSD.
- Any data that resides in the file storage areas associated with the user account will be backed up and retained based on the criteria in the Board's *Data Retention* policy.
- For accounts that need to be disabled immediately, written direction will be given to the Manager of Information Technology Services from the Superintendent of Business & Treasurer (or designate) to proceed with immediate account deactivation. This account will remain inactive until direction is provided by the original requester.

Student User Accounts

- Student user accounts will be deleted on October 1st following the student's graduation date. The October 1st deadline allows students extra time to receive and review emails they may require for the College/University application process.

Responsibilities

Information Technology Services

- Ensure all processes and scripts necessary for account automation are working and reviewed to ensure the process works as intended.
- Periodic review of all user accounts to ensure the validity of any account that remains active in the system.

Human Resource Services

- Ensure that recorded last date is entered into iSYS prior to the person leaving the organization.

Principals, Managers, Supervisors

- Ensure you have copies of all data you may need from a user account before the person leaves the employ of the BHNCDSD. Access can be requested from ITS.
- Advise ITS of any special circumstances that may impact the need to disable/delete a user account.