

Sam Houston State University
A Member of The Texas State University System
Information Technology Services (IT@Sam)

User Accounts Management Policy: IT-01

Introduction:

SHSU automatically authorizes an SHSU user account for any individual with an official affiliation as an employee (including faculty and staff as identified by Human Resources), retiree, and admitted or registered student (as determined by the Registrar). Accounts in this category are known as Regular Accounts.

A person who is not entitled to an account through SHSU affiliation to a Regular Account but who is otherwise affiliated with the University through activities sponsored by a current SHSU faculty or staff member may obtain a Visitor Account. Any current faculty or staff member can request the creation of a Visitor Account for such individuals and visiting groups.

Scope:

The SHSU User Accounts Management policy applies equally to all individuals granted access privileges to any Sam Houston State University information technology resources.

Policy Statement:

1. The formation of a user account creates a unique, non-transferable electronic identity known locally as the "username."
2. Upon user activation, account holders are authorized to send/receive email using an "@shsu.edu" address, are provisioned with standard email quota, may begin to create and share files, are provisioned with standard shared file storage quota, and are otherwise entitled to use or participate in all facilities, services, and resources offered by IT@Sam that are generally available to SHSU accounts and do not require additional authorizations.
3. To access restricted systems, services, or facilities, the account holder must request authorization from the relevant data owner and/or data custodian.
4. Regular Accounts remain in effect throughout the individual's official affiliation with SHSU. When an individual's affiliation ends or changes role, IT@Sam has an automated process for deactivating accounts that no longer meet SHSU's eligibility requirements and removing non-standard access. The timing of the deactivation depends on the nature of the prior affiliation with SHSU and the circumstances of its ending. Accounts will be deactivated after a period of inactivity.
5. Regular Accounts can be migrated to Visitor Account status if the sponsorship requirements are met. Sponsors must request that Visitor Accounts be deactivated when the account holder no longer requires account privileges, or has completed the SHSU work for which an account was required. Specific policies pertaining to Visitor Accounts are:
 - a. The sponsor requests a Visitor Account by submitting a Visitor Account Request form on behalf of the individual seeking a Visitor Account. The

- sponsor's eligibility is verified (i.e. their status as current SHSU staff or faculty).
- b. The sponsor specifies an initial desired expiration date of one year or less as part of the request.
 - c. The sponsor will receive an automated notification that the account will be deactivated unless the sponsor requests that it be renewed before the expiration date.
 - d. The sponsor is expected to remain in contact with the account holder to be able to respond to such reminders with an assessment of whether the account should be extended or not.
 - e. Without a request from the sponsor to extend the account beyond the expiration date it will automatically be deactivated upon expiration, files residing in the account holder's network home directory and Exchange email will be retained as specified in IT@SAM Account De-provisioning Procedures.
 - f. The sponsor is responsible for taking reasonable steps to ensure that the user account holder uses their account in accordance with IT@SAM policies. If there are any problems with a Visitor Account, IT@SAM will contact the sponsor.
6. Usernames are not reused.
 7. Change to one's username are made only in special circumstances such as a legal name change if the username references the former name.
 8. Users are reminded by IT@SAM to change passwords at least once per 180 days. (See IT@SAM Guidelines for Password Security for more information).
 9. Regular Accounts are listed in the SHSU directory on the public website with information provided by Human Resources or the Registrar. This information will include email address, professional title, phone number, department, and room number.
 10. Students have the option of suppressing their directory listing through the Registrar's Office.
 11. Visitor Accounts may appear in the directory at the sponsor's request with name and email information only.

Related Policies, References and Attachments:

An index of approved IT@SAM policies, review dates, reference materials, legal compliance guidelines, policy enforcement and general definitions are available in the IT-00 Policy Compliance Document. The collection of Sam Houston State University Information Technology policies and procedures are available online through the SHSU Policy link from the SHSU.edu homepage.

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Approved by: President's Cabinet, June 27, 2011
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