

Emergency Account Deactivation for Employees: Full-time, Part-time, Student

HUMAN RESOURCE REQUIREMENTS

A Human Resource / Legal Services representative will call the Solution Center and ask to speak with a Solution Center staff member (Lisa Taylor, Mario Spencer, Amir Orandi, Cecilia Acosta). The Human Resource representative should say that it is an urgent Human Resources matter. The Solution Center will ensure training of students and staff to respond appropriately to these requests.

NOTE: If Human Resources need to make an emergency deactivation request after Solution Center hours, please page 534-4648 or 534-0268.

INFORMATION TECHNOLOGY REQUIREMENTS

Whoever takes the call at the Solution Center will find or page one of the Solution Center staff and not detour from this issue until they contact someone. It is preferable to find the Solution Center staff member who is scheduled to be there.

That Solution Center staff member who is contacted will own the issue through to the completion of the Deactivation request or will officially (by informing Lisa Taylor) pass it to another JCC Solution Center staff member.

“Owning” it will mean:

1. The Solution Center staff member contacts one of the following staff to deactivate network services, Groupware, web (e-Services, Educator), Scheduler Plus, Blackbaud, HEAT, public folders, phones. Use the order given below as preference for contact.

- 1) Randy Bentley
- 2) Tim Upham
- 3) Michael Young
- 4) Kelly Chambers

The technician contacted will own the Deactivation through to completion as well as the Solution Center staff initiating the request.

NOTE: The technician must check for student status. If the employee is also a student (a student employee OR a Full-time / Part-time employee taking JCC classes), the technician will contact the AP person (currently Tim or Mark). The AP person must set the account to the permissions that will deactivate employee status but leave student status in tact.

2. The Solution Center staff member contacts Mandy Patterson (back-up: Marcie Clone) to deactivate Colleague services.

3. The Solution Center staff member contacts Randy Bentley to deactivate phone services.

4. The Solution Center staff member informs all InfoTech staff via Info-Mail so that no other problems can arise by someone not knowing we have an emergency situation. The email to Info-Mail should say:

We are completing an Emergency Account Deactivation for _____. This employee should no longer have access to JCC services. Do not reactivate or change a password if this employee contacts you.

Remember that this is confidential information: Do not talk about this outside of the department or inside the department in front of student employees.

5. When the Deactivation request is complete, the Solution Center staff member will contact the same Human Resources / Legal Services representative who originally called by email confirming all deactivation is completed.

All IT staff has the responsibility to NOT speak about the situation inside IT where student employees can hear or outside of IT anywhere. Human Resources require the ability to take care of these issues quickly and quietly in order to ensure the security of our systems.