



Sefton Council -ICT Starters, Movers & Leavers Policy

POLICY DOCUMENT SEPTEMBER 2020



Introduction & Aims

This document defines Sefton Council Policy for starters, movers and leavers across the Sefton Council IT estate. The integrity and performance of the IT environment is maintained by keeping the underlying IT environments tidy. The principal drivers for an effective Starters, Movers and Leavers (SML) policy and process are:

- **Security:** Ensuring the Council network and information resources can only be accessed by authorised persons.
- **Cost:** Utility consumption-based pricing of IT services means costs are controlled by timely removal of leavers and if a mover has reduced IT service needs, they can be amended.
- **Asset Management:** Accurate knowledge of asset location and status is essential for maximising the utilisation of those resources and ensures IT support knows what assets an end user has and where they are normally located. The process also means assets can be recovered and redeployed as efficiently as possible.

Scope & Responsibilities

The scope of this policy is for a Council Officer with direct reports to handling ICT accounts for new starters, movers and leavers requests. Please note this policy relates to ICT aspects of new starters, movers and leavers, you must also ensure you are following Personnel policies for any other aspects.

The manager of the new starter, mover or leaver is responsible to make sure the correct forms are submitted in a timely manner to protect the ICT environment and data. Managers are also responsible for making sure the correct level of permissions are assigned to a new starter and permissions are revoked when an employee moves to another role or leaves the organization.

Agilisys are responsible for facilitating the requests as they are the administrators of our account directory.

Raising a New Starter Request

All requests for a new Sefton Council ICT account must be raised via the Self-Service Portal to ensure appropriate data capture pre-authorised by the Client ICT Team and Personnel.

The link to the form on the Self-Service Portal can [be found here](#), alternatively you can type 'New Starter' in the search box.

All Council Staff should have access to the Self-Service Portal and can log in with their Network Username and Password, if you are having difficulty logging in please contact the ICT Service Desk on 0151 934 4999.

The Service Desk will ensure appropriate authorisation has been provided by a manager/Personnel before completing the new starter request.

Considerations

- If access to an application that is not managed by ICT is required, you must raise a separate request with the application asset owner.
- 'Cloning' of a current user account is forbidden.
- The line manager of the new starter is responsible for assigning any required SharePoint permissions.
- A new starter will not automatically be assigned a laptop/mobile, if there isn't a laptop/mobile to repurpose from a leaver then you will need to request a laptop through the Online Store via the Self-Service Portal. It is suggested that such requests should be made at the same time appointment is confirmed to ensure enough time for equipment to be ordered and built.
- Internet access will be limited to internal sites only until Personnel have received a signed copy of the ICT Acceptable Usage Policy from the new starter.
- Managers are responsible for ensuring that user accounts and associated permissions are requested for new staff at least 48 hours before they are due to commence employment
- Work experience and contractors will only be created based upon standard departmental profiles
- All temporary staff require an expiration date on their account, their account will be disabled on that date unless informed by a user's manager or instructed otherwise from HR

Raising a Mover Request

If a Sefton Council employee is moving departments or moving to a role that requires changes in permission levels, then the preceding manager must submit a mover notification via the Self-Service Portal.

The link to the form on the Self-Service Portal can [be found here](#), alternatively you can type 'Mover' in the search box.

All Council Staff should have access to the Self-Service Portal and can log in with their Network Username and Password, if you are having difficulty logging in please contact the ICT Service Desk on 0151 934 4999.

The Service Desk will ensure appropriate authorisation has been provided by a manager/Personnel before completing the new starter request.

Considerations

- All Movers will be treated as a new starter (except for their mailbox) and the new manager will need to ensure appropriate permissions are provided for the new role.

- ICT will not provide a new mailbox so any historical email that may contain sensitive data will remain. It is the responsibility of the preceding manager to ensure data is cleansed.
- If access to an application that is not managed by ICT is required, you must raise a separate request with the application asset owner.
- It is the Movers responsibility to update their Telephone Directory information.

Raising a Leaver Request

All requests for the disabling of a Sefton Council ICT account must be raised via the Self-Service Portal to ensure appropriate data capture pre-authorised by the Client ICT Team and Personnel.

The link to the form on the Self-Service Portal can [be found here](#), alternatively you can type 'Network Account Deactivation' in the search box.

All Council Staff should have access to the Self-Service Portal and can log in with their Network Username and Password, if you are having difficulty logging in please contact the ICT Service Desk on 0151 934 4999.

The Service Desk will ensure appropriate authorisation has been provided by a manager/Personnel before completing the account deactivation request.

Considerations

- Managers are responsible for notifying the Service Desk to disable a leaver account before the employee leaves the organisation
- Managers are responsible for retrieval of any corporate KIT (Laptop, Mobile Phone etc.) and store securely until the devices can be wiped and reissued.
- The leavers data (Mailbox and OneDrive) will be accessible for a maximum of 30 days after the account is disabled to allow the manager to retrieve any files relevant to a project or service and store elsewhere (SharePoint). After the 30 days the account deletion process will take place, there are no exceptions to this due to licensing agreements with Microsoft. (Note; data will still be retained for 90 days in line with the ICT Data Retention Policy).
- Revocation of access to an application that is not managed by ICT must be raised as a separate request with the application asset owner.

Raising an Account Extension Request

If an account has not been used for over 30 days, then we will automatically disable the account to protect the corporate network and data integrity. If an employee requires access back to their account, then an Account Extension request will need to be raised via the Self-Service Portal to ensure appropriate data capture pre-authorised by the Client ICT Team and Personnel.

The link to the form on the Self-Service Portal [can be found here](#), alternatively you can type 'Network Account Reactivation' in the search box.

All Council Staff should have access to the Self-Service Portal and can log in with their Network Username and Password, if you are having difficulty logging in please contact the ICT Service Desk on 0151 934 4999.

The Service Desk will ensure appropriate authorisation has been provided by a manager/Personnel before completing the new starter request.

If an account has been fully processed as a leaver (usually after 90 days of inactivity), managers must complete a new starter form via the Self-Service Portal instead of an account extension request. The Service Desk will reject any requests they receive from end users raised incorrectly.

Document Review

Date	Name	Version	Changes
20/01/2020	Jamal Aslam	0.1	Initial Draft

Document Approvers

Date	Name	Version	Pending/Approved
	Helen Spreadbury		
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