



# Saint John of God Kerry Services

Hospitality - Compassion - Respect

## ICT Account Policy and Procedure

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Saint John of God Kerry Services

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# Policy and Procedure

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Where applicable each staff member will be set up with an ICT account on joining the organisation which is for the sole purpose of supporting the individual in their work and in accessing their electronic payslip. In line with the Order's ICT Policy this policy and procedure applies to 1) all ICT resources provided by Saint John of God, 2) all employees of Saint John of God ICT resources, 3) all connections to and from the Saint John of God network, 4) all Saint John of God information and data and 5) all Saint John of God mobile phones.

## 1. New User Account Set Up

- 1.1 When a new employee's signed Contract of Employment is returned to the Service the HR Department, they will set the individual up on Core which then automatically sends an email to ICT Department, who will then set up a network account for the new employee. An email will then be sent to HR with the username and password for the new employee. HR will then forward details to line manager.
- 1.2 The new staff member will log on to their account using their log on name e.g. staff name of Angela Jones would log on as jonesa, unless otherwise advised, and password which will be generated by ICT Department.
- 1.3 The user will be requested to change their password which must comprise 3 of the following; a capital letter, a small letter and must be 8 characters or more.
- 1.4 When a new user logs on for the first time, most desktops will have displayed on it Outlook, Word and other frequently used icons. If a staff member needs to have other Icons e.g. Shared Folder icons on their desktop they should e-mail [ictservicedesk@sjog.ie](mailto:ictservicedesk@sjog.ie) directly requesting same noting where they are located and giving a contact number.
- 1.5 When staff members require access to a shared folder their line manager will send a request to the ICT Department by using the ICT ticket system.

## 2. User Change of Access

- 2.1 Where a staff member changes role or location it may be necessary to change their access to Programmes/Applications/Shared Folders etc. and where this occurs, no less than 5 working days in advance of relocation, the staff member's Supervisor will e-mail [ictservicedesk@sjog.ie](mailto:ictservicedesk@sjog.ie), requesting permission change advising date of same to come into effect.
- 2.2 Where Shared Folder access changes are required, the precise name of the Shared Folder is to be noted on the e-mail.
- 2.3 When the access changes have been completed the Service's ICT Administrator will close the call and in turn e-mail the Supervisor while copying the user advising of change in permissions.
- 2.4 Where permissions are required for a staff member's new role/work location the staff member's new Supervisor will e-mail [ictservicedesk@sjog.ie](mailto:ictservicedesk@sjog.ie) advising of the new permissions required.



- 2.5 When the access changes have been completed the Service's ICT Administrator will close the call and in turn e-mail the Supervisor while copying the user advising of change in permissions.

### **3. User rights Expiry**

- 3.1 When a staff member has tendered their resignation their Supervisor, will, inform HR Department who will then send an email to ICT requesting their account to be disabled.
- 3.2 User rights will expire on the day of the staff member's departure date from the Service.
- 3.3 Where a staff member may have any personal e-mails/files they will be requested to remove same before their user rights expire and will be advised that access after leaving the Service may not be possible.
- 3.4 The Supervisor will assign another staff member to whom the person leaving will transfer work-related messages and files to or will advise of an appropriate Shared Folder to which the data can be temporarily transferred to.
- 3.5 Where a Shared Folder is the vehicle for data transfer the Supervisor will ensure that the transferred data will sit in the Shared Folder for no longer than 1 month.
- 3.6 The ICT Administrator will terminate the e-mail account in Exchange Console and Active Directory noting **\*\*Account Deactivated \*\*** on the Global Address Book and any further e-mails sent to this address will receive an automated response advising that the e-mail was not delivered.
- 3.7 The ICT Administrator will terminate the Home Folder .....

**For further ICT Information please refer to Information & Communication Technology Policies on the staff Intranet.**

