HAMPTON VA

No. IT– 035	Policy Name: IT Process for Employee Transfers, Terminations and Employee Related Security Threats
Effective Date: 7-1-2011 Last Revised Date: 7-5-2014	Citywide Policy _ IT Policy _ IT Procedure X
Approved By: IT Director	

IT Process for Employee Transfers, Terminations and Employee Related Security Threats

The IT department has the responsibility to remove access for employees at the time of termination, transfer or when there is an identified security risk to the City. Standard processes are used when there is a normal transition (separation or transfer) through the City's Human Resources Department. Emergency processes are utilized when there is a perceived security issue requiring an employee's immediate access termination or suspension.

Standard Procedure – The standard procedure is used to remove employee access from the City's network and systems when employees are processed through the Human Resources (HR) department and no perceived security threat has been identified or communicated to IT. HR will notify IT of personnel changes by periodically sending files of personnel changes to pre-designated IT employees who will remove access to all systems. The procedures below identify the IT groups and contacts responsible for the file processing. Department Heads or their designee may request access to be removed or suspended for employees leaving their departments prior to HR reports being sent to IT. IT will work with departments to ensure data is saved or transitioned to other users where appropriate.

1. The Helpdesk will receive 2 files of staff status changes from HR each month. then will:

- Save the two files (These are temporary files and the helpdesk can designate the location of the files)
- Rename the files to include the date the files were received. (Example: Terms103009.xls and Xfer103009.xls.)
- Create 3 separate tickets, assigned & named as shown below.

711239		07–Oct–2009 11:12AM		Jurea Berger		Open		Administrative Systems & Engineering		Terms092509.xls and Xfer092509.xls		Other Systems & Data Center Group	

711240		07−Oct−2009 11:13AM		Jurea Berger		Open		Telcom		Terms092509.xls and Xfer092509.x		Bill Agee Or designee	
711241		07−Oct−2009 11:13AM		Jurea Berger		Open		Records Management		Terms092509.xls and Xfer092509.x		Christine Bullard or designee	

- IT Managers will clone/process as necessary.

Technical groups within IT will have responsibility for updating (add/change/delete) as follows:

Intranet Contact info	Administrative Systems
Application users (exception: Laserfiche & IT HelpDesk System)	Other Systems, Financial & Human Resources
AD, Exchange	Data Center
Telephone & Voice Mail, Long Distance, Cell Ser-	Telecommunications and Network
Laserfiche users	Records,
IT HelpDesk users	Tech Support

Emergency Procedures – There may be instances where a security risk or threat has been identified by a department related to a specific employee. In these cases, Department Heads, their designee, the Human Resources Department, the Hampton Police Department or the City Manager's Office will notify IT immediately of the threat and request access to be removed or suspended.

1. These request should go to the IT Director or any IT Manager for processing. If the request is after hours the requestor should contact 311 who will contact the engineer on call to process the request.

2. Network engineers will suspend the network account immediately, document the request and notify their manager of the request as soon as possible. If there are other threats communicated to the engineer that require additional removal of access, investigation, service terminations, etc.. the engineer will work with the department and notify their IT manager and other appropriate IT staff as soon as possible to address the security issues.

a. As soon as possible during and after the event, engineers will document the request and associated work through an issue track ticket, e-mail or other formal document.

3. The IT Department Head or designee will work with the department to investigate any issues, save and transfer data, and/or remove access to accounts and applications as appropriate.

4. The IT Department will fully comply and cooperate in any IT Security related investigations requested by department Heads, their designee, the Human Resources Department, the Internal Audit Department, the Hampton Police Department or the City Manager’s Office.

Notes:

There is no requirement for a work order for Tech Support