



Administrative Procedure 7231
INFORMATION TECHNOLOGY – ACCOUNT MANAGEMENT
Department Procedure

Responsible: Office of Information Technology

PURPOSE

This administrative procedure shall establish the steps that will be followed in the creation, and removal of staff Active Directory user accounts that facilitate access to information and technology resources at Washoe County School District.

PROCEDURE

1. Accounts that access electronic computing and information resources require prudent oversight. The following security procedure is a part of the District's account management environment.
2. Creation of Staff User Accounts *(See appendix A for details)*
 - a. Request is submitted through the IT Service Desk
 - b. Account is created in Active Directory
 - c. Email is enabled in Exchange Management Console
 - d. Notification to Requestor of new user account information
3. Disabling of Staff User Accounts upon separation from district *(See appendix B for details)*
 - a. Account is disabled through automated process
 - b. User Account is moved to Disabled Location in Active Directory
 - i. Email and Home Drive data is retained for 180 days
 - ii. Department heads can request to have data moved to a read-only shared folder, accessible within the 180 day window. (Pending approval from legal hold)
 - iii. Department heads can request access to account email within the 180 day window. (Pending approval from legal hold)
4. Deletion of WCSD Staff User Accounts *(See appendix C for details)*
 - a. Run manual or automated process to identify accounts disabled over 180 days.
 - b. Delete all Staff User Accounts, Email, and respective data older than 180 days from disabled date.

5. Compliance

- a. All Network Administrators of the District’s Information Technology Department are required to comply with this Administrative Procedure.

DEFINITIONS

- 1. Account – Any combination of a User ID (sometimes referred to as a username) and a password that grants an individual user access to a computer, an application, the network or any other information or technology resource.

IMPLEMENTATION GUIDELINES & ASSOCIATED DOCUMENTS

- 1. This Administrative Procedure reflects the goals of the District’s Strategic Plan.

REVIEW AND REPORTING

- 1. This procedure and any accompanying documents will be reviewed bi-annually, in even numbered years.

REVISION HISTORY

Date	Revision	Modification
5/13/2015	1.0	Adopted

APPENDIX

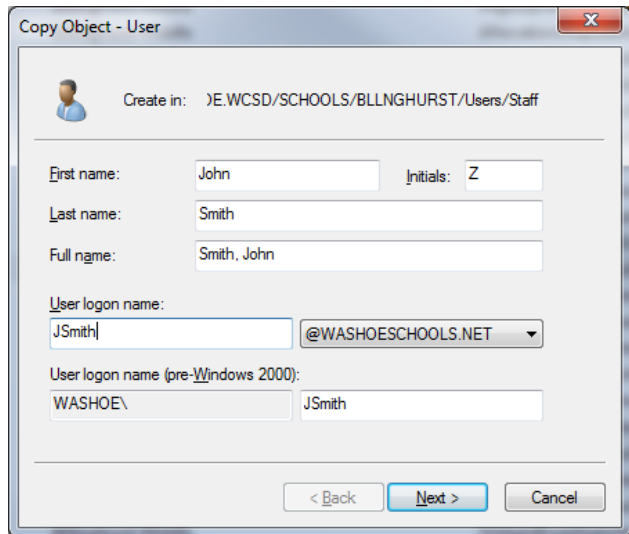
- A. Creating a new mailbox enabled user accounts
- B. Disabling of staff user accounts
- C. Deleting of staff user accounts

Appendix A

Creating a new mailbox enabled user accounts

User Account

1. Open Active Directory Users and Computers and change to **CORP-DC02** domain controller.
2. Go to the OU that corresponds to the users site / department.
3. Right click an existing account and choose copy. Use the IT Generic account if it is a school user. (staff-schoolname)
4. Enter the new persons First name, Initial if applicable, Lastname and Username (User logon name) (John A Smith)
 - a. Username is firstinitiallastname unless there is duplicate. (JSmith)
 - b. If duplicate use firstinitialmiddleinitiallastname (JASmith)
 - c. If no middle initial use firstinitialsecondinitiallastname (JoSmith)
 - d. If the users has a hyphenated last name, use the first of the last names for the User logon name. (John Smith-Johnson would be Jsmith)
5. Make sure the User Logon name is **@WASHOESCHOOLS.NET**
6. Click Next and enter the generic password.
7. Check the box **'User must change password at next logon'**
8. Click finish
9. Find the user account you just made and open it by double clicking.
10. Enter the Telephone number 775-XXX-XXXX, Fax number 775-XXX-XXXX, Description, Office and Title if applicable and check for correct group membership (**only the –STAFF and "Domain User" Groups. Do not have them members of any other groups.**)



The screenshot shows the 'Copy Object - User' dialog box. The 'Create in' field is set to 'JE.WCSD/SCHOOLS/BLLNGHURST/Users/Staff'. The 'First name' is 'John', 'Last name' is 'Smith', and 'Full name' is 'Smith, John'. The 'User logon name' is 'JSmith' and the domain is '@WASHOESCHOOLS.NET'. The 'User logon name (pre-Windows 2000)' is 'WASHOE\JSmith'. The 'Next >' button is highlighted.

Email Enable

1. Open Exchange Management Console
2. Expand Recipient Configuration
3. Right click on Mailbox and choose New Mailbox
4. Choose User Mailbox and click Next
5. Choose Existing Users and click Add
6. Click on Scope and choose Modify Recipient Picker Scope
7. Click View all recipients in specified organizational unit and browse to the OU you created the user account in.
8. Select the user you created above and choose ok and Next
9. If they are an ADMIN user use database EX-DATABASE002
10. If they are a SCHOOL user use databases 003 or 004.
11. Check the box for Retention Policy and choose '2 Month Deleted Items'
12. Click Next and New.

Notification

1. Send email notification to the requestor listed in ticket and tell them the username and password of the user account you created. CC Michelle Hibbitt so she can update BPlus with the email address.