

Service Level Description: User Accounts

Draft 0.6, February 2009

1. Service Aims

- To create user accounts and email addresses for staff and students on all supported platforms including the provision of a username, password and home directory.
- To provide support and advice to users with queries related to usernames on ITS supported platforms.

2. Operational Framework

- User accounts are administered by ITS System Administrators Monday – Friday 9:00 am – 5:00 pm.

3. Activity Elements

3.1 Security

- Disciplinary matters relating to misuse/illegal use of ITS resources.

3.2 Username/account Management

- Automatically provide all students with an ITS username and password (account) with resulting email address.
- Provide new members of staff with an ITS username, password and email address when informed of new starters.
- Provide temporary, project- and role-based accounts on request to the Help Desk.
- Process password and disk space allocation requests.
- Suspend or delete accounts on all ITS supported platforms when users leave the College or when instructed to do so.
- Back up data stored in users' networked areas nightly. This can be restored if requested between during normal working hours with 48 hours notice.

4. Exclusions

- Creation, management or support of accounts on non-ITS supported platforms.
- Regular, proactive searching for evidence of misuse/illegal use of ITS resources.

5. Activity Targets

- Process account generation requests within 2 working days.

6. Charges

- Not applicable as these services are regarded as core services.

7. Contacts

Head of Systems and Networks

Steve Fuller

T: +44 (0)20 7919 7544

E: s.fuller@gold.ac.uk