



Policies and Procedures

Policy Title: Removal of User Access			
Department Responsible: Compliance & Privacy	Policy Code: 4.5	Effective Date: April 10, 2017	Next Review/Revision Date: September 30, 2019
Title of Person Responsible: Data Security Officer	Approval Council: Cone Health Leadership Council		Date Adopted by THN Compliance & Integrity Committee: November 18, 2014

PURPOSE:

The purpose of this policy and procedure is to ensure user accounts are disabled and deleted in a timely fashion to minimize the risk of unauthorized user access to information systems.

DEFINITIONS:

- **Inactive accounts** – Accounts shall be deemed inactive if they are not used to logon to the network, and/or information systems, within a specified number of days.
- **Disabled accounts** – Accounts that have been inactive shall be disabled, which will disallow logon to the network, and/or information systems.
- **Deleted accounts** – Accounts that have been disabled for a specified number of days shall be deleted, i.e., completely removed. This includes all personal storage (U: drive), and email accounts.

POLICY:

Triad HealthCare Network will follow Cone Health procedures for removal of user access to its network and/or information systems based upon the type of user account. The removal process is categorized into three distinct situations: the normal process, the high priority process, and the process due to inactivity. The timing of the removal process will be based on the type, and will attempt to strike a balance between minimizing disruptions to operations with minimizing the risk of exposure to hacking of unused, active account.

- 1) Removal of authorization due to normal processes
 - a. Employees: Terminations should be entered into Lawson. This will automatically disable the user’s network logon
 - b. All others: All other terminations should be entered as an IT Service Desk ticket, or called into the IT Service Desk at 832-7242. This will ensure a moderate ticket for the Security and Access Management team is opened.
- 2) Removal of authorization immediately, or high priority
 - a. Any type of user: If a termination is deemed high priority, or is needed to be accomplished immediately, please contact the IT Service Desk at 832-7242. This will ensure a critical ticket for the Security and Access Management team is opened, and paged out to the On Call team member.



- 3) Removal of authorization due to inactivity (They can easily be reactivated by having the user’s manager, supervisor, or Cone Health sponsor contact the IT Service Desk at 832-7242.)
- a. Employees: Employee accounts will be disabled after 30 days of inactivity. Once the employee is terminated in Lawson, the account will be disabled, and all security groups will be removed. After 60 days of termination, the account will be deleted.
 - b. Contractors: Contractor accounts will be disabled after 30 days of inactivity. After 60 days of being disabled, the account will be deleted.
 - c. Non-Employees: Non-employee accounts will be disabled after 60 days of inactivity. After 90 days of being disabled, the account will be deleted.
 - d. Providers: Provider accounts will be disabled after 90 days of inactivity. After 270 days of being disabled, the account will be deleted.
 - e. Community Connect: Community Connect accounts will be disabled after 60 days of inactivity. After 90 days of being disabled, the account will be deleted.
 - f. Students: Student accounts will be disabled after 30 days of inactivity. After 540 days of being disabled, the account will be deleted.
 - g. Vendor: Vendor accounts will be disabled after 180 days of inactivity. After 180 days of being disabled, the account will be deleted.
 - h. Generics: Generic accounts will be deleted after 90 days of inactivity.

PREVIOUS REVISION/REVIEW DATES:

<i>Date</i>	<i>Reviewed</i>	<i>Revised</i>	<i>Notes</i>
November 25, 2014			Original effective date.
September 25, 2015			Updated formatting to match current policy template; no content changes.
April 10, 2017			Adopted by THN C&I Committee