Termination of User Access

I. PURPOSE
To establish consolidated termination guidelines for University of Wisconsin-Madison, School of Medicine and Public Health employees or other persons that have access to Department of Medicine (DOM) electronic data systems. Staff means all faculty, classified and academic staff, students and volunteers, and other persons who in the performance of their work need to access Department of Medicine systems.

II. POLICY
1. Email messages will not be set to automatically forward to any external email provider. Autoreply bounce back messages are permitted and help notify senders of the new contact information. The auto reply bounce back will be inactivated six months after the termination date.

2. Upon voluntary termination of any user access to Department of Medicine systems (which includes email, calendar, website, data bases, etc.), the account will be disabled the day after the termination date. If there is a compelling business need as identified by the Division Administrator with a written explanation, the account may be open for another 30 days after the termination date. Notification to the help desk (help@medicine.wisc.edu) is required.

3. In the event of involuntary termination, the account will be terminated in a time frame specified by human resources or the unit’s administration.

4. Please contact the helpdesk for data transfers with individual data. The data files for the terminated account can be transferred to a working unit (i.e. another person in the operational area). The supervisor of the user or the unit’s administrator must contact the helpdesk with the request. Data will be available up to six months after the termination date for this purpose. After this six-month period, the data is purged and no longer recoverable.

5. The helpdesk cannot grant access to another employee’s email/calendar without the consent/approval of the owner. The owner is encouraged to grant the access. The only exception is for approval from all of the following:
   a. Department of Medicine Chair/Department of Medicine Administrator
   b. Associate Dean of HR, SMPH Dean’s office
   c. UW-Madison Legal Services

6. Email list serve moderators are responsible to maintain the content of list serves. Terminated email addresses within list serves will bounce back to moderators until it is removed.

7. Supervisors and/or administrators are responsible for preparing a transition data plan for respective terminated users. The helpdesk can assist and provide access control information as needed.

8. User accounts will be considered abandoned if the last login is greater than 13 months. Database accounts will be considered abandoned after six months and will be terminated.

9. If a DOM account/computer is compromised, access may be terminated immediately.

10. If a researcher or faculty member of DOM is the data custodian of a database that was developed for general, unspecified research and contains “full” PHI, a limited data set of the research database can be taken from UW-Madison with a data use agreement.

11. If a researcher is the data custodian of a database that was developed specifically for an IRB approved protocol that is still open, the researcher should consult with the IRB regarding whether or not the database can be taken with the researcher and under what conditions this can happen.

12. When users supported by DOM IT transfer to a different UDDS/work area, a new login account and password will be assigned.