

User Management Policy

1. Introduction

- 1.1. This Policy governs:
 - 1.1.1. The creation, management and deletion of user accounts.
 - 1.1.2. The granting and revocation of authorised privileges associated with a user-account.
 - 1.1.3. The authentication (usually a secret password) by which the user establishes their right to use the account.

2. Scope

- 2.1. This policy applies to all accounts on computer systems directly connected to networks which are managed by the university. This includes operating system (Windows, Linux etc), and application software (Blackboard, database etc.) accounts.
- 2.2. This document includes statements on:
 - 2.2.1. Access control
 - 2.2.2. Eligibility for accounts to use university IT facilities
 - 2.2.3. Managing privileges
 - 2.2.4. Password management
 - 2.2.5. Account holder responsibilities

3. Access control

- 3.1. The creation, deletion and changes of user accounts and privileges must be carried out by trained and authorised staff.
- 3.2. The person enacting any change in a user account must be different from the one authorising/requesting the change.
- 3.3. An unalterable log will be kept of all account creation/deletion/changes.
- 3.4. Account details will only be divulged to the user after proof of identity has been established.
- 3.5. A review period will be established, at an appropriate level for each system, which minimises information security risks yet allow the university's business activities to be carried out.

4. Eligibility for accounts to use university IT facilities

- 4.1. Use of login accounts and privileges on university IT facilities, including permission to use university networks, may be authorised only for:
 - 4.1.1. Current university staff and students
 - 4.1.2. Staff in other organisations with which the university has a relevant formal agreement.
 - 4.1.3. Emeritus staff and those holding honorary positions
 - 4.1.4. Visitors to the university, who may be granted temporary wireless access to the university network by a member of staff

5. Managing privileges

- 5.1. A user account should have the least privilege which is sufficient for the user to perform their role within the university.

- 5.2. Changes in the privilege of an account must be authorised by a nominated “owner” of the system to which the account affects.
- 5.3. Procedures shall be established to ensure that users’ access rights are adjusted appropriately, and in a timely manner, whenever there is a change in business need, a user changes their role, or a user leaves the university.
- 5.4. Users’ privilege rights will be periodically reviewed.

6. Password management

The following defines the password policy for all university account holders:

- 6.1. Password length: minimum of 8 characters
- 6.2. Must contain at least 3 of the following characteristics:
 - 6.2.1. Must contain at least 1 number (0-9)
 - 6.2.2. Must contain at least 1 UK English uppercase (A-Z)
 - 6.2.3. Must contain at least 1 UK English lowercase (a-z)
 - 6.2.4. Must contain at least 1 special character (&?, £ etc.)
- 6.3. Cannot contain:
 - 6.3.1. Simple dictionary words
 - 6.3.2. Sequential numbers of any length
- 6.4. Enforced password change:
 - 6.4.1. All Staff and Students are required to change their password annually.
 - 6.4.2. Reuse of the previous 6 passwords is not permitted.
 - 6.4.3. All staff and students are required to complete ‘Challenge Response’ questions to enable remote password reset.

7. Account holder responsibilities

- 7.1. The user responsible for their account will keep the accounts authentication details secret and will not divulge it to any other person for any reason.
- 7.2. The account must not be used in a way that there is a possibility that the account details may be revealed.
- 7.3. If a user suspects their password is no longer secret it must be changed immediately and the system “owner” notified.

8. Document Approval

Approved by: Dieter Kraftner Director of ITMS
Approved Date:
Review Date:
Reviewer: IT Governance & Business Manager

9. Document History

- 9.1. 9th September 2010 – Draft 1 Neil Faver
- 9.2. 5th October 2012 – Version 1 Neil Faver
- 9.3. 22nd September Version 1.4 Neil Faver
- 9.4. January 2016 Version 1.5 Neil Faver