Title:	***Entitlements review***
Author:	Paul Hooper (ISD)
Date:	29 October 2013
Circulation:	ISSC - 8 November 2013
Agenda:	ISC13A001
Version:	v1.0
Status:	Open

Issue

ISD has undertaken a review of user entitlements. This applies to the way in which ISD provides access to the services and resources it delivers to particular user types. Controls are needed to ensure ISD maintains restrictions on availability imposed by its licensing agreements. A number of issues were investigated and the supplied papers describe those issues and offers recommendations on addressing them with the aim to reduce the complexity and management overhead of account provisioning. As a result of this review the User Entitlements policy was rewritten and is offered for approval.

Recommendation

Recipients are invited to:
- Consider and approve the recommended changes to entitlements as outlined in the Entitlements Review Recommendations paper
- Approve the revised policy.
- Receive the Summary Entitlements Matrix

Resource Implications

Recommendations for change which have resource implications will be funded from existing budgets.

Equality and Diversity

New services will be subject to Equality Impact Assessments as they are implemented.

Timing of decisions

Once approval is obtained the revised policy can be put into effect and published.

Further Information

- Paul Hooper (ISD), x3561, p.hooper@uea.ac.uk

Background

The ISD Entitlements policy is subject to regular review. The papers include a proposal for a revised policy. As the policy has been completely rewritten, the changes are not highlighted.

Attachments

- Entitlements Review Recommendations – this paper provide a series of recommended changes to existing entitlements
- ISD User Entitlements policy
- Summary entitlements matrix.

The University of East Anglia

Entitlements Review Recommendations

Document Control Information

Title:	Entitlements Review Recommendations
Date:	21st October 2013
Version:	v0.6
Authors:	Paul Hooper
Contributions by:	Jonathan Richardson, Ben Petley, Jon Woodley, Heather Wells, Chris Collins, Tony Robinson, Malcolm Rae, David Crowe and Steven Barnes
Distribution:	Restricted to a subset of the University

REVISION	DATE	REVISION DESCRIPTION
v0.1	15th July 2013	First draft
v0.2	20th September 2013	Added section on issues
v0.3	1st October 2013	Added section on Matrix Analysis
v0.4	20th October 2013	Added comments from SPC
v0.5	21st October 2013	Final Comments from team members included
V0.6	27th October 2013	Added comments from ISDMT

Introduction

Currently entitlements for library and IT provision of services are allocated via a mixture of manual processes and automated processes within the Identity Management System (IMS). This paper is the result of a review of the user entitlements across the University. The review has documented the entitlements available for each user type and has made recommendations for simplifying the processes in place for allocating these entitlements. The review also assessed the governance and maintenance of user entitlements and has updated the existing policy taking into consideration exiting licensing agreements. The outcomes of this review will be used to help construct a requirements specification for the replacement of the Identity Management System (by Summer 2014).

This review has been undertaken by key personnel within ISD that manage services and the operational aspects of managing entitlements for users. IT account managers have been consulting with some schools to identify issues but as this review was conducted over the summer months key staff in some schools were not available and therefore further consultation is required.

Section 1: Issues and Recommendations

A review has been undertaken of existing entitlements and how these are managed. A series of issues have been identified and are detailed below. The recommendations section contains three areas defined as below:

- **Current Arrangements:** details the existing process or procedures in place
- **Short-Term:** These recommendations can be implemented in the near future and do not require the new identity management system to be put in place.
- **Long-Term:** These recommendations require the new Identity Management System before they can put in place.

UEA Employees		
#	Issue	Recommendation
1	Staff waiting to arrive (Signed contact etc.). HR would like IT account Email etc. setup before they arrive.	**Current Arrangements:** Manual process in place to enable IT account if data in HR/IMS is not available when staff member arrives on site. **Short-Term:** Investigate with HR/Identity Management Team a process within RL for enabling accounts 30 days before start date. Would need to ensure a contract has been completed before enabling. E.g. Contract received date as well as a start date. Could enable IT / Email etc. 30 days before arrival. Would need to ensure this data does not go into Payroll. **Long-Term:** Investigate if the new IMS can perform similar tasks as SITS for advanced registration. Enable remote registration of contract and setting IT account passwords / Campus card photo.
2	Staff have left but they want to continue their relationship and still use UEA IT and Library Resources e.g. would like people to contact them via UEA Email	**Current Arrangements:** At the end of the staff contracted period the Library and IT access is removed. As the member of staff no longer has a formal relationship with UEA continued access should not be granted. **Short-term:** Where staff continue to work in the school (i.e. to help respond to queries about publications) they will need to complete a visitor application form and for an authorised signatory to sponsor that individual. Situations where a member of staff is no longer on the payroll but are granted an emeritus status will continue to follow the existing procedure of being set as an Official Honorary in the HR system.

3	Staff leave and they have not passed on data to their colleagues or informed others that their email should be redirected elsewhere.	**Current Arrangements:** Staff accounts are frozen at the end of their contracts. Heads of School / Departments are able to request access to filestore or email via the IT Helpdesk. Access is possible within the 100 days that the IT Account is frozen. After this time period the IT Account and its data is removed. **Short-term:** Maintain the current process. When staff leave they should follow a checklist (pass information assets to colleagues, inform email contact to redirect communications).consider if HR should co-ordinate this with schools / depts. **Long-Term:** All leaver's accounts (staff only) should have their IT accounts turned into shared mailbox account. This will make it easier and quicker to delegate access if requested by Heads of School/Department.
4	If staff are suspended or on Long-Term leave then access remains in place unless HR write to ITH/Lib	**Current Arrangements:** HR will write to the Director of Information Services informing ISD to remove entitlements. **Long-Term:** Document current process and consider an automated process e.g. define staff in the HR system who are on suspended / long-term leave, feed this information to the IMS which automatically sets the IT account into shared mailbox accounts as defined in 3 above.

Student Helpers	
#	**Issue**	**Recommendation**
1	This relationship is defined for current students only (ex-students should be casual staff). At the moment this group includes students who have left / not current and may be getting entitlements	**Current Arrangements:** Student helpers are entered into the HR system and allocated to the ARM department with no end date. If the student's course ends then this role can remain active and is not moved to the casual staff role. **Long-Term:** Consider investigating with HR their process and redefine the non-current student processes so they are in the correct groups in HR system (ResourceLink). The ex-students should not be included in this student helper group but moved to casual staff group. Consider using the course end date and the contract end date.
2	Student helper role group has been allocated staff level entitlements. Student helpers are getting elevated entitlements as members of staff which are	**Current Arrangement:** Students are added to HR system in bulk for this user group. End date is not entered until is it known (often on the day that they finish as a student helper or after). When end date is entered into HR system the student helper entitlements are removed. The Library

	not appropriate for students to have.	Management system is not automatically registering these students for staff level library borrowing as the data feed has been disabled. **Short-Term:** Define what the hierarchy of rights should be. Consider with HR if it's possible to use the Student Course End Date as the Contract End Date. **Long-Term:** Student helpers do not need any additional access that their student status entitles them to with the exception of access to online payslips (they only need access to email for their duties as a helper. Create a rule that will allow all currently paid people in RL access to payslips. This will allow us to remove this user type as they will keep their existing student entitlements and then have access to payslips.

UEA Students (All)		
#	Issue	Recommendation
1	**Intercalating Students**: No process to remove entitlements when student intercalates. There is a large overhead in managing intercalating students in Blackboard.	**Current Arrangements:** • **Taught Students**: Student guidelines state that these students can continue access to IT & Library resources. Student is set to intercalating in SITS. This code is passed to SPOT as current and entitlements remain active. In cases where students are subsequently suspended a separate process is put into place (see 3 below). • **Research Students**: Student guidelines state that campus cards should be de-activated, student will retain access to email, Library borrowing rights will be removed and access to other Computing facilities removed. Student is set to intercalating in SITS. This code is passed to SPOT as current and entitlements remain active. In cases where students are subsequently suspended a separate process is put into place (see 3 below). • **Blackboard**: A manual process exists to ensure intercalating students can access their old blackboard course but that the other students cannot gain access to this course. **Long-Term:** consider process with SITS/DOS/PGR Office and if we need to automate removal of entitlements (given student numbers). Also consider if it is necessary to automate the access to blackboard modules for intercalating students.
2	**Dormant Students**: continue to have access to IT and Library resources.	**Current Arrangements:** policy states that these students should not have library or IT entitlements. The student status (SITS) is sent to the IMS as current. This results in continued IT & Library access

		for this type of student. **Long-Term:** Investigate process with SITS/DOS/LTS to automate removal of entitlements (through SITS). **NOTE:** Dormant Students are students who take several CPD/CCE modules that are not award bearing. They have indicated that they will come back and continue learning on another module. These students are therefore set to Dormant so that when they return the additional credits are built-up over a very long period of time on one student account.
3	**Suspended Students:** Student entitlements remain active if they are suspended.	**Current Arrangements:** Suspended students have three categories which need different levels of access: • CSA – students suspended on academic grounds • CSF – students suspended on financial grounds – Should have No IT/Lib access • CSV – students suspended on grounds of an invalid visa – Should have No IT/Lib access CSA students may be able to have library and IT rights as this depends on the terms and conditions of their suspension as they may only be suspended from study and not from UEA facilities, but their status code on SITS will always be CSA. A manual process is in place to request the removal of entitlements. A letter is sent to Director of Information services indicating which students have been suspended and entitlements should be removed. **Long-Term:** Consider process with SITS/DOS/LTS to automate removal of entitlements (through SITS). Will need to understand the numbers of students being suspended as to if we need to automate something. May not be worth it if numbers are low.
4	Returning students (continued study to PG) expect to still be able to access Library / IT Resources. As students finish one course (normally UG) and wait to start the next one (normally PG) there is a gap between the two courses where Entitlements are removed.	**Current Arrangements**: Entitlements are removed from students 45 days after the course end date (normally in June). A student is able to register for a new course 30 days before the start of the course (normally in Sept). If a student decides to return and study on an additional course there is normally a gap of about 1 month spanning July and Aug where entitlements are removed. **Short-Term:** CIS/LTS to Investigate if all PGT/PGR students can perform advanced registration earlier than the current 30 days before start date (not just the UEA Graduands). Establish earliest time advanced registration can take place and if this will cover the gap.

| 5 | For 5 year MED Students UEA is responsible for up to 1 year after graduation to stay in touch with them. Students therefore need access to email and blackboard.

MED students have been given full UG access for the additional one year. Most students move away and are not aware but those that are at NNUH are aware they can now use the UEA library which they should not be entitled to use. | **Current Arrangements**: End date extended within Student Information system to cover the additional year (using "Access until" field).

Short-term: We should not be giving these students Library or IT entitlements. MED need a separate process to record their student contact details. E.g. utilising the Alumni "email for life". |

UEA Students (PGT)		
#	Issue	Recommendation
1	PGT Students are unable to see marks in Evision as their accounts expire before the results are published.	**Current Arrangements:** After the course end date has expired (+45 days) students access to Evision is removed. LTS then try to contact the student with their results both by email and by letter to their home address. This does cause some difficulties with letters not reaching their destinations abroad and emails going to redundant email addresses. **Long-Term:** Consider if it is appropriate to extend access to Evision only and remove Library borrowing and IT entitlements. Need to consider end dates of courses in SITS and how long additional access is required.

Visitors		
#	Issue	Recommendation
1	**Visiting Academic (MED):** Consultants from NHS sometimes send a replacement at no / short notice. The replacement usually has no means to access entitlements. Car parking an issue as if they cannot get into car park for free they just leave and go home without teaching.	**Current Arrangements:** School used to email the username/password, for generic IT accounts, to consultants. This has been replaced with the creation of an IT account with no network access to allow them to access lecture room PCs to run PowerPoint etc. **Short-Term:** MED should investigate with Estates the car parking issue.

2	**Visiting Academic (associate tutors):** associate tutors are requesting access to library and IT facilities between their contracts as they want to do some preparation work for the next years teaching or need early access to do this work before teaching at UEA.	**Current Arrangements:** if an associate tutor is expected to perform preparation work for the next years fixed term contract then the contract dates will reflect this. This will mean that start and end dates will cover the period they need access to IT and library resources to perform their preparation. Payroll will subsequently divide the total pay equally across the whole contracted period. **Short-Term:** We will only provide access to Library and IT Resources to people who have a valid and genuine relationship with UEA. Consider with Payroll if it is appropriate to only divide the pay across the teaching period and not to include the preparation period?

3	**Visitor (other red):** This was setup to deal with visiting academics but is now a catch-all for anyone needing access. This provides high levels of entitlements that may not be appropriate for that user. We currently process approx. 2000 of these accounts each year.	**Current Arrangements:** Visitor application forms are completed and authorised by Heads of School of Nominee. Accounts are limited to 12 months access. Currently there is no criteria for Authorised Signatories to check against to ensure this type of account and the level of access it provides (Same levels of entitlements as staff) is appropriate. Therefore a variety of users are allocated this account from NILE students to visiting professors. In ISD there is no further checking at senior level and the accounts are simply set up by the Grade 3 member of staff or by the IT Helpdesk.
		
		Short-Term:
		• IT Helpdesk staff should be informed that they can no longer use "Visitor (other red)" for Non-academic visitors.
		• Individual applications for Academic visitors (staff, researcher or student) will continue to be processed as now, without intervention (and allocated to the Visitor (Other Red) user role).
		• If a group application of more than 5 people is made for academic visitors then this should be referred to a Grade 8 or above Library manager for sign off to ensure e-resource license agreements are not being breached on a large scale.
		• Non-Academic visitors such as commercial, contracts, guests etc should be allocated to one of the existing user roles:
		    o Visitor (access only): Campus card (with library building access)
		    o Visitor (basic account only): Campus card and IT account access
		Long-Term:
		• To prevent breaches of license agreements for individual (as well as Group) applications, an additional user role of "Academic Visitor (Partner)" should be created.
		• This type of user (e.g. for NRP or NNUH) would not have automatic e-resource access. If needed, they could request that separately but that would then be signed off by Library Grade 8 or above library Manager.

		• At present, academics from NRP or NNUH etc., who are Not automatically entitled to use our e-resources, could apply for an Academic Visitor account every year and gain full access on a fairly on-going basis. If such access was needed longer term, then they should apply to be made Honorary staff and would then be treated as a Full UEA staff member. If short term access is required for teaching, this should be time limited and targeted, hence the request for sign off by Library staff. This extra category would avoid us having to apply this kind of sign off for all Academic Visitors, instead just for the Partner Academic Visitors ones. In addition to the above consideration should be made if a regular review of who has been allocated a visitor account should be made. Could send each head of school/dept. list of names that they have authorised to have access. If we produce a set of guidelines which details the access for each user type that they can authorise and highlight the risks / costs to UEA they will be more likely to pick the correct user group and ensure only appropriate people are given access.
4	**UUEAS, Medical Centre & INTO Staff:** currently included within the Visitor (Other Red) User Role. They have to renew their IT accounts each year. This adds to the manual overhead of maintaining their accounts for ISD.	**Current Arrangements:** These users are requested to complete a visitor application form each year. Visitor accounts are issued with a limited timescale of one year. This is to ensure that if a user leaves and does not inform ISD the account is automatically disabled after the one year period. **Long-Term:** work is already underway to construct and sign a data sharing agreement with UUEAS. Other agreements should be constructed for Medical Centre and INTO Staff. Investigations should be undertaken to establish how a data feed from these groups will automatically create user accounts (and remove them when staff leave). When this is in place we can move these to the staff user group.

Management of Entitlements		
#	**Issue**	**Recommendation**
1	*Manually adding visitor accounts*: All visitor accounts are processed manually will probably increase with the number of potential new partnerships e.g. NRP. • How do we prevent this manual process for new groups like NRP? • How can we reduce the overhead of manually adding in visitors?	**Current Arrangements:** Visitors are asked to complete the appropriate visitor application form and have this authorised by the Head of School (or Nominee) or Head of Department. This data is then manually entered into the Identity management system. **Long-Term:** • For groups such as NRP maybe we can have a data feed from them of users which can be enabled by bulk importing of spreadsheet • To reduce the manual inputting of data for visitor accounts we should have a web page in

		the Identity Management System to request visitor access. There could be a trigger to request authorisation from the appropriate party (i.e. HoS) who can respond in the web interface and then ITH can enable the account or it is preferably this should be enabled automatically. We then use the regular checking of data with HoS/dept. to confirm this is correct. • UKBA visa process may need to be included within the process.
2	*Underage Users:* Some library material is certified for over 18's only. Some visitor accounts have been issued for users under the age of 18 which have staff level access.	**Current Arrangements:** Users who are identified as being under age have a note included on their library record to prevent them from borrowing material that is for over 18's. **Short-Term:** • Continue with current arrangements. For visitor accounts that require library borrowing set a flag as for other users. • Add this information to Policy Document. • We have strong reservations about the campus card being used as a proof of identity. It is currently to be used for access purposes only.
3	*Management Information:* The ability for staff to make informed decisions on the level of entitlements and mix of user roles is being impinged by a lack of management information. E.g. It is difficult to standardise library borrowing for different user roles when the there is no management information which allows you to forecast the impact of the change.	**Long-Term:** consider improving management information within the Identity Management system and within the Library Management System. E.g. • Number of users for each of the groups defined as having a relationship with UEA. • Utilisation of library borrowing: How often are students reaching the maximum allocation and are there peaks in demand for different courses? Can we standardise allocated number of books people can borrow if the peaks are below the standard of 10 items? • Utilisation of IT resources: are we allocating too much resource that is not being used, can we reduce the allocation generally but increase it for other user roles? • Cost of applying entitlements and managing them. What are the costs of manual interventions to resolve issues in differences between entitlements for different roles as opposed to the cost of standardising?
4	*Service Level Agreements:* Investigations have found that there are missing agreements or incomplete information for some groups using our resources and there is no understanding of the entitlements provision that we should be making available. E.g. NRP, BMRC, ADAPT	We recommend that ISD create a set of guidelines for the partnerships office and other teams who construct agreements with parties outside of UEA. These should define entitlements available, who they are appropriate for (given the licensing restrictions) and the costs per head of providing these entitlements.

5	*Governance:* Currently there is no governance structure for entitlements.	A revised policy is presented for approval to ISSC which includes a governance structure.

ISD User Entitlements Policy

Author: Paul Hooper (ISD)

Date: 29th September 2013

Version: 1.6

This document defines the University's policy on user entitlements for access to ISD Services, and is based on the following principles.

- **Ensuring that process are in place so that all users are provided with appropriate levels of access to UEA services**
- **Ensuring that UEA has in place suitable controls to meet the requirements of third parties providing services to UEA under licence**

Version history

Version	Date	Note
v0.1	12 Mar 2010	First draft outline document
v0.2	17 May 2010	Revised following comments from BB & ICT heads
v0.3	28 May 2010	Revised following comments from JG & EK
v0.4	10th Jun 2010	Revised following comments from ISDMT
v0.5	5th Jul 2010	Revised following comments from HW & NL
v0.6	10th Aug 2010	Revised following comments from ISDMT
V0.7	16th Nov 2011	Revised for discussion by ISDMT 23.11.11
V1.0	25th Nov 2011	Revised following comments from ISDMT
V1.1	28th Aug 2013	Moved Policy into new format and included additional information on Governance and Maintenance.
V1.2	29th Sept 2013	Revised after consultation with entitlements working party
V1.3	3rd Oct 2013	Revised after consultation with SPC
V1.4	18th Oct 2013	Comments from Raymond Scott added
V1.5	28th Oct 2013	Comments from ISDMT included
V1.6	30th October	Comments from Jonathan Colam-French

Introduction

The UEA Information Services Directorate provides services to a wide and diverse range of individuals and organisations. Many of these services are in turn provided to UEA under licence by third parties with restrictions often in place limiting how widely the service can be offered. This User Entitlements Policy seeks to ensure that we have policy and process in place that define who is allowed to access to what.

Aims

The aims of this policy are to:

- To ensure that the actual level and nature of access available is appropriate to the nature of the individual's relationship with the university.
- To ensure that the University abides by licensing restrictions that may be applied by external agencies or suppliers.
- To ensure that entitlement levels are reviewed on a regular basis.
- Provide a framework and guidance for those drawing up new agreements or Service Level Definition with a proposed group who require use of University Services.
- To minimise the complexity and management overhead of account provisioning.

Scope

This policy applies to:

- All staff, students, visitors and commercial users of University facilities.
- All IT Infrastructure and services
- All Library resources and facilities
- Provision of University Campus Cards
- Access to University Buildings
- Policy excludes entitlements within Corporate IT systems (Access Privileges)

Policy statements

- In using ISD provided Services users agree to abide by University Regulations (in particular Library Rules and Conditions of Computer Use (CoCU)).
- With the exception of information and services freely available on our web site, access to IT facilities and electronic resources requires authentication via an IT user account.
- Access to the Library and its physical resources and facilities is via the campus card.
- Individuals under the age of 18 will be subject to the University's normal rules and regulations and will be able to access the majority of ISD's services and resources in the same way as all other students.
- An entitlements matrix shall be created and maintained. The entitlements matrix will define the level of services and resources available to different groups of user according to their role and relationship with the University.
- Service owners will ensure that appropriate controls are in place to provide the appropriate level of access to different groups of users as defined in the entitlements matrix.

Managing Entitlements

An entitlements matrix shall be created and maintained. This will provide a mapping of service availability to different categories of user and is used to determine the granting of entitlements.

Services are defined in the ISD Service Catalogue, a copy of which is available at http://www.uea.ac.uk/is/strategies/isd-service-catalogue.

The following categories of users are defined in the entitlements matrix:

- **Staff:** All employees of the University of East Anglia (UEA), recorded in the University's HR system, involved in teaching on and supporting UEA award bearing courses and non-award bearing courses, academic research activities or the delivery of administrative support.
- **Student (UEA):** All fee paying students, recorded in the University's Student Record System, registered and studying on UEA award bearing and non-award bearing courses.
- **Student (Non fee paying):** All students registered and studying on UEA non-fee paying courses, including UEA MOOCs.
- **Student (INTO):** All fee paying students registered and studying on INTO and INTO UEA London award and non-award bearing courses.
- **Student (RAC):** All fee paying students registered and studying on Regional Associate Colleges (CCN and Easton College) award and non-award bearing courses.
- **Visitor (Associate RAC Staff):** All employees of Regional Associate Colleges involved in teaching and supporting award bearing and non-award bearing courses, academic research or the delivery of administrative support.
- **Visitor (External Blackboard Only):** Employees of Higher Education Institutions or where a reciprocal agreement with an external institution or company has been made that requires them to use UEA Blackboard for academic purposes.

- **Visitor (External Borrower):** Staff and Students of other establishments or organisations with whom the University has a reciprocal service level agreement or have an agreement under a national scheme to use library services.
- **Visitor (Access Only):** members of the public and employees of commercial establishments based on UEA Campus who require access to buildings.
- **Visitor (Basic Account Only):** members of the public that require temporary access to an IT account for internet access.
- **Visitor (Resident):** All students registered on UEA award bearing courses and non-award bearing courses that require temporary access to halls of residence (pre-collection of own campus card).
- **Visitor (Other Red)** Staff, Researchers and Students of other establishments or organisations with whom the University has an agreement for them to work, study or research in the capacity of the University (who are not paid by the University).
- **Visitor (Partner):** Staff, Researchers and Students of other establishments or organisations with whom the University has a partnership agreement.

Provisioning Entitlements

- IT accounts and campus cards are granted automatically to all University Students. Accounts are recorded in the relevant Identity Management System through the Student Information System. Entitlements are granted to students through their IT user account.
- IT accounts and campus cards are granted automatically to all staff of the University. Accounts are recorded in the relevant Identity Management System through the Human Resource Management system. The individual's username / password and campus card are made available to the member of staff after agreed processes and documentation have been completed.
- Access to IT and Library services for all other individuals is granted for a maximum of one year and users will need to reapply for access on an annual basis unless a formal agreement (or national scheme / agreement) has implemented a data feed when the end date in the data feed is used. This ensures that the data held is accurate, up to date and helps us to ensure security. Where a formal agreement with a data feed has not been provided access to services can only be provided on receipt of a completed application form. The application form will need to be supported by the Head of the School or Department, or their nominated deputy, sponsoring the individual. Some of the services provided by ISD such as access to the library electronic information services may not be available to individuals in this category as access is restricted for reasons of licensing, confidentiality and technical practicality. The Director of Information Services has final authority to decide whether entitlements can be granted.

Expiry of Entitlements

- Access to IT and Library services and facilities normally ceases after midnight on the expiry date recorded in the individual's record on the Identity Management System.
  - For staff this is the last day of employment
  - For students this is the course end date plus 45 days
- Accounts about to expire are sent a warning e-mail 2 weeks prior to this expiry date where an expiry date exists in the Identity Management System.
- The account is disabled after it has expired (filestore and emails remain in place but are inaccessible to the end user).
- The account is removed (including deleting filestore space and emails) after 100 days from the expiry date set in the Identity Management System.
  - For staff this is 100 days after the last day of employment

- o   F
  or students this is 145 days after the course end date

Delegation of Entitlements

- Entitlements cannot be delegated to others as entitlements relate to the individual only.

Multiple Roles

- In the case where a person has more than one role or relationship with the University, their entitlements are converged and the highest level available will be applied according to the entitlements hierarchy.

New groups of users

- C
  onsultation and discussion is required with ISD where a change to entitlement allocations is needed for new groups of users. These include:
  - o   A
    dditional commercial arrangements with groups outside of the University
  - o   A
    dditional reciprocal agreements with groups outside of the University

Handling Exceptions

- In cases where exceptions to this policy or the allocation of entitlements are identified the matter should be reported to ISD.
- A risk assessment should be carried out and the results recorded in the ISD risk register.

Breaches

- I
  SD has the right to withdraw entitlements from individuals where a breach of University Regulations, Library Rules or CoCU has been found.

Responsibilities

Within this policy, the following individuals have the following responsibilities:

Responsibility	Owner
Sponsor and Quality Assurance of this policy	ISSC
Consultation and feedback of appropriateness of entitlements.	IT Forum Library Forum ISD Education Board ISD Research Board Administrative System Board Human Resources Student Experience Committee ISDMT
Signatories for Visitor accounts are responsible for ensuring that the type of account and its entitlements are appropriate to the user and meets with existing licensing rules and regulations.	Heads of Schools and Head of Departments (or Nominee) acting as authorised signatory

Responsibility	Owner
Regularly review who has been authorised to have entitlements at UEA and where appropriate identify changes.	Heads of Schools and Head of Departments (or Nominee) acting as authorised signatory
Provide authorised signatories on a regular basis with a list of active users so that they are able to review that appropriate access is being maintained.	Identity Management Team
Ensure all data feeds to the University are accurate and changes are applied in a timely manner. Ensuring accuracy and timeliness of expiry dates and appropriateness of entitlements being provisioned.	Service Level Agreement Holders
Work with schools and depts. to identify where changes are needed in entitlements, procedures and guidance. These should be put forward to the working group for assessment and to make recommendations for change where appropriate.	ISD IT Account Managers & Faculty Librarians
Production and regular review of the entitlements matrix and appropriate operational processes, entitlements Hierarchy, guidance and advice for users of University services.	ISD Operations Group
Service owners are responsible for defining entitlements to their service for different types of user. And for ensuring controls/policies/configuration is in place so that access to service matches those in the entitlements matrix. The matrix is a summary of those decisions, and the matrix is maintained by ISD.	ISD Service Owners
Before leaving the University, users are required to pass on all information assets to their successors and return the campus card associated with that account to the University	Heads of Schools and Head of Departments (or Nominee) or other Organisations with a relationship with the University
Production, maintenance, controls and guidance of this policy	SPC
Adherence to policy	All students, staff and visitors

References

This entitlements policy is supported within the context of the following pieces of legislation, professional standards, and University documents:

- UEA General Information Security Policy (GISP)
  (https://intranet.uea.ac.uk/is/strategies/infregs/infosec/gisp), in particular:
  - G
    ISP4: Identification, Authentication and Authorisation
    (https://intranet.uea.ac.uk/is/strategies/infregs/infosec/GISP4)
  - G
    ISP5: Use of Passwords
    (https://intranet.uea.ac.uk/is/strategies/infregs/infosec/GISP5)
- UEA Conditions of Computer Use (CoCu) (http://www.uea.ac.uk/is/itregs/usepols)
- UEA Library Rules (http://www.uea.ac.uk/is/strategies/libraryrules)
- UEA Departmental Records Retention Schedules (RRS)
  (http://www.uea.ac.uk/is/strategies/infregs/Records+management/RRS%3a+department+p olicies)

- UEA Staff contract rules and regulations
- UEA Student general regulations (http://www.uea.ac.uk/calendar/section3/regs(gen))
- UEA Dean of Students Under 18 Policy (http://www.uea.ac.uk/dos/Policies/Under+18+Policy)
- Janet Eligibility Policy (https://community.ja.net/library/janet-policies/eligibility-policy)
- Janet Acceptable Use Policy (https://community.ja.net/library/acceptable-use-policy)
- Relevant IT and Library Licensing Agreements
- Entitlements Matrix
- Entitlements Hierarchy
- ISD Service Catalogue (http://www.uea.ac.uk/is/strategies/isd-service-catalogue)

Review

SPC will form a relevant group who will review this policy on a bi-annual basis. With recommendation for changes presented to ISD committees and forums for comment and review. The final policy should then be reviewed and approved by the sponsor of the policy (ISSC).

The entitlements matrix, relevant guidance, operational procedures and appropriate contracts should be reviewed on a regular basis by ISD Operations Group to ensure they remain effective and relevant.

ISD IT account managers should consult with schools and departments to identify any problem areas with entitlement allocations and related procedures, guidance and contracts. These should be passed onto ISD Operations group for review and to make recommendations for change where appropriate.

Summary Entitlements Matrix

The information below provides a summary of entitlements to key services that are provided for each of the user roles.

Relationship with UEA	User Role	IT Account	Campus Card	E-Mail	Filestore Quota	printing / photocopy	Network (Wireless)	Library borrowing	E-Resource access
UEA employees Casual Staff Sportspark BMRC ADAPT Nursery	Staff	Yes	Yes	2GB	10GB	Yes	Yes	20 items	Yes (except Sportspark & Nursery & BMRC & ADAPT = walk in access only)
UEA Students UG LAD students (London Academy of Diplomacy) Student Helper (UG) Guernsey Institute programme students	Student - UG	Yes	Yes	500MB	5GB	Yes	Yes	10 items (15 in final year) - Except Guernsey = 10 items	Yes
UEA Students PGT LAD students (London Academy of Diplomacy) Student Helper (PGT) Guernsey Institute programme students (PGT)	Student - PGT	Yes	Yes	500MB	10GB	Yes	Yes	15 items - Except Guernsey = 10 items	Yes
UEA Students PGR	Student - PGR	Yes	Yes	2GB	50GB	Yes	Yes	20 items	Yes

Relationship with UEA	User Role	IT Account	Campus Card	E-Mail	Filestore Quota	printing / photocopy	Network (Wireless)	Library borrowing	E-Resource access
Student Helper (PGR)								(except Guernsey = 10 items)	
Guernsey Institute programme students									
INTO Norwich students	Student - INTO	Yes	Yes	500MB	5GB (**UEA London & LAD 1GB**)	Yes	Yes	10 items	Yes
INTO UEA London students									
LAD students (London Academy of Diplomacy) - PGT									
RAC students (CCN & EC)	Student - RAC	Yes	Yes (**Except NUA**)	No	No	No	No	10 items (15 in final year) - **Except UCS & NUA = 5 items**	Yes (**except UCS & NUA**)
Reciprocal Agreements: UCS									
Reciprocal Agreements: Norwich University of the Arts									
Official Honoraries (listed in University Calendar)	Visitor - Associate (Honorary)	Yes	Yes	2GB	10GB	Yes	Yes	20 items	Yes
Reciprocal Agreements: NHS (Honoraries)									
RAC staff	Visitor - Associate (RAC Staff)	Yes	Yes	No	No	No	No	20 items	Yes
IHSCS Guernsey staff									
Reciprocal Agreements: NHS (Blackboard Users)	Visitor - External Blackboard Only	Yes	No	No	No	No	No	No	No
Visiting Academics that require Blackboard access only									
Sconul Access scheme	Visitor -	No	Yes	No	No	No	No	5 items	No

Relationship with UEA	User Role	IT Account	Campus Card	E-Mail	Filestore Quota	printing / photocopy	Network (Wireless)	Library borrowing	E-Resource access
External Library members	External Borrower								
External Library access only visitors	Visitor - Access Only	No	Yes	No	No	No	No	No	No
On-site contractors									
Barclays Bank Staff									
Waterstones Staff									
INTO staff	Visitor - Associate (other red)	Yes	Yes (**Except Conference Visitors**)	2GB	10GB	Yes (**except Conference Visitors**)	Yes	20 items (**except Reciprocal Agreement NHS = 10 items & NRP = 5 items & Conference visitors = 0**)	Yes (**Except UUEAS & Medical Centre & & NHS Visitors & WeatherQuest = Walk in Access Only** **No Access for: Reciprocal Agreement NHS & NRP & Conference Visitors**)
UUEAS									
Medical Centre (Dental Staff are considered UEA Employees)									
Commercial Agreement : WeatherQuest									
Reciprocal Agreements: NHS									
Reciprocal Agreements: NHS (Visitors)									
NRP									
Visiting Academics / Professionals									
Academic support staff at non UEA Departments usually based on campus									
Conference Visitors / Summer Schools / Short Courses / NILE Students									
Commercial Agreement: SYS Consulting									
Regular Visitors requiring car park access (e.g. Fisherman)	Visitor (Car Permit Only)	No	No	No	No	No	No	No	No

Relationship with UEA	User Role	IT Account	Campus Card	E-Mail	Filestore Quota	printing / photocopy	Network (Wireless)	Library borrowing	E-Resource access
Walk in access to E-Resources	**Visitor (Basic Account Only)**	Yes	No	No	No	No	No	No	No
External Visitors: (get a card with no library number so cannot borrow, but can get access into library) - they pay for access so get a campus card	**Visitor (Reference User)**	No	Yes	No	No	No	No	No	No
External Visitors: (with a need for blackboard access and library walk in access)	**Visitor (External Borrower / Blackboard)**	Yes	Yes	No	No	No	No	No	No
Halls of Residence (Accommodation Office).	**Visitor (Resident)**	No	Yes	No	No	No	No	No	No
External Visitors: (from NRP who are also working on research projects @UEA)	**Visitor (Associate - Institute)**	No	Yes	No	No	No	No	No	No
3rd party suppliers	**Generic Accounts**	Help Desk create generic email address - Nominated by UEA Staff with authorisation from IR	No	Access as agreed in written contract or maintenance agreement	10GB	No	No	No	No

Relationship with UEA	User Role	IT Account	Campus Card	E-Mail	Filestore Quota	printing / photocopy	Network (Wireless)	Library borrowing	E-Resource access
James Platt Centre students	Generic Accounts	No	3 campus cards handed out to students on request (linked to Anna Russell)	No	No	No	No	No	No