



## Information Services and Support

### **Technical Services Policy**

Revised: February 13, 2009

#### **A. New Employee Joining the Mount**

##### **a. Notification**

It is the responsibility of the employee's supervisor/chairperson to notify the ISS Help Desk through the on-line "new hire" form of the hiring of a new employee and to request services from ISS for the new employee. ISS needs to receive the completed new hire form at least three working days in advance of the employee's start date to create the requested network and system accounts. It is the responsibility of the new employee's supervisor/chairperson to provide ISS with accurate information, including the correct spelling of the employee's name, for the new employee. Use of the on-line "new hire" form will facilitate the creation of a network account, e-mail account, telephone and long distance code, computer, and CARS access. While most services can be available on a new employee's first day at the Mount, some services can be made available to new faculty members as soon as their signed contract is received. Please see the descriptions below for specific data when each service may begin for new employees.

##### **b. Full-time and Pro-Rata Faculty**

###### **Email Account, Listing in Mount Directory, Network Access, WebCT Access, & ePortfolio Access**

The above services may be made available to a new full-time or pro-rata faculty member anytime after the new faculty member has signed an annual contract. The department chairperson should use the on-line "new hire" form to request these services and allow three working days for ISS to setup these services.

###### **CARS Access and Issuing Software, Computer, & Other Equipment**

The above services may be made available to a new full-time or pro-rata faculty member on the first day of his/her contract.

##### **c. Adjunct Faculty**

###### **Email Account, Listing in Mount Directory, Network Access, WebCT Access, ePortfolio Access, and CARS Access**

The above services may be made available to a new adjunct faculty member anytime after the appointment letter has been signed. The department chairperson should use the on-line "new hire" form to request these services and allow three working days for ISS to setup these services.

###### **Issuing Software, Computer, & Other Equipment**

Software, computers, or other equipment owned by the Mount can not be issued to an adjunct faculty member. An adjunct faculty member may use software, computers, or other equipment that have been issued to each academic department. An adjunct faculty member may connect his/her personally-owned notebook computer to the Mount's wireless data network.

##### **d. Staff**

All equipment and services routinely provided by ISS that are required for a staff member to perform his/her job duties may be available on an employee's first day of

employment. ISS needs three working days after receipt of the completed on-line “new hire” form to create the requested network and system accounts.

## **B. Employee Leaving the Mount**

### **a. Notification**

It is the responsibility of the employee’s supervisor/chairperson to notify the ISS Help Desk through the on-line “termination form” of an employee’s last day at the Mount. ISS needs to receive the completed “termination form” three working days in advance of the employee’s last day in order to remove access to network and system accounts. The ISS Help Desk will then contact the employee who is leaving to make arrangements for the employee to turn in all Mount owned software, computers, and other equipment on or before the employee’s last day on campus or last day of employment, whichever occurs first. If the ISS Help Desk is unable to secure the return of all Mount owned software, computers, and other equipment, the “leaving” employee’s supervisor/chairperson will be contacted for assistance.

### **b. Full-time and Pro-Rata Faculty**

The email account for a faculty member leaving the Mount may remain active for 60 days after the end of the faculty member’s contract and/or may be forwarded to another Mount employee designated by the faculty member’s chairperson. Emeriti faculty may retain his/her Mount email account for life.

#### **Network Drive and Electronic Data**

As specified in the Mount’s Employee Handbook, “*at the time of resignation or termination, employees must either forward to their supervisors all College-related information that they have stored in electronic format or give supervisors access to the information.*” Upon request of the faculty member’s chairperson, the contents of a faculty member’s network drive (commonly referred to as the g:\ drive) may be transferred to another Mount employee.

#### **Listing in Mount Directory, Network Access, WebCT Access, ePortfolio Access, CARS Access, Software, Computers, and other Equipment**

The above services will not be available to a faculty member after the last date of his/her contract. Software, computers, and other equipment are to be returned to ISS on or before a faculty member’s last day on campus which may be different from the last date of the faculty member’s contract.

### **c. Adjunct Faculty**

#### **Email Account, Listing in Mount Directory, Network Access, WebCT Access, ePortfolio Access, and CARS Access,**

For an adjunct faculty member who taught in fall semester and who has not been appointed for spring semester, the above services may remain active until the Friday of the first week of spring semester. For an adjunct faculty member who taught in spring semester and who has not been appointed for fall semester, the above services may remain active until the Friday of the first week of fall semester. These services may also be forwarded to another Mount employee designated by the faculty member’s chairperson.

#### **Network Drive and Electronic Data**

As specified in the Mount’s Employee Handbook, “*at the time of resignation or termination, employees must either forward to their supervisors all College-related information that they have stored in electronic format or give supervisors access to the information.*” Upon request of the adjunct faculty member’s chairperson, the contents of an adjunct faculty member’s network drive (commonly referred to as the g:\ drive) may be transferred to another

Mount employee.

**d. Staff**

All services routinely provided by ISS that are required for a staff member to perform his/her job duties will stop being available on either the employee's last day of employment or the employee's last day on campus whichever occurs first.

**Email Account**

Email accounts for a staff member may be forwarded to a Mount employee designated by the staff member's supervisor.

**Network Drive and Electronic Data**

As specified in the Mount's Employee Handbook, "*at the time of resignation or termination, employees must either forward to their supervisors all College-related information that they have stored in electronic format or give supervisors access to the information.*" Upon the request of a staff member's supervisor, the contents of a staff member's network drive (commonly referred to as the g:\ drive) may be transferred to another Mount employee.

**C. Employee Transfers**

**a. Notification**

It is the responsibility of the employee's new supervisor to notify the ISS Help Desk through the on-line "transfer form" of an employee's transfer. ISS needs to receive the completed "transfer form" three working days in advance of the employee's effective transfer date in order to make requested changes to the employee's network and system accounts.

**Exceptions to the above policies require the approval of either a Line Officer or the Director of Human Resources.**