


IT STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
TITLE:	Email User Creation and Deactivation				
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1.0.3 Email User Creation and Deactivation

1. PURPOSE

To establish standardized procedures for creating and deactivating email accounts in Microsoft Office 365 (O365) and Local mail Server for users at DBL GROUP, ensuring efficient user management and data security.

2. SCOPE

This SOP applies to all IT personnel responsible for managing user accounts in Microsoft Office 365 at DBL GROUP.

3. ROLES AND RESPONSIBILITIES

3.1 IT Manager:

- Oversee the user account creation and deactivation processes in Microsoft Office 365 and webmail Server.
- Ensure compliance with data security policies and regulatory requirements.
- Review and approve requests for user account creation and deactivation.

3.2 System Administrators:

- Perform user account creation and deactivation tasks in Microsoft Office 365.
- Perform user account creation and deactivation tasks in local mail Server.
- Verify user identity and authorization before processing requests.
- Maintain accurate records of user accounts and their status.


3.3 HR Department:

- Notify IT personnel of new hires and terminations in a timely manner.
- Provide necessary employee information, such as name, department, and job title, for user account creation and deactivation.
- In case of employee not joining, HR should inform formally with 7 days through email to IT department for deactivation/deletion of email account.

4. Procedures:

4.1 User Creation:

4.1.1 Request Submission:

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- a. HR department submits a request for user account creation via electronic email or using an email requisition form to IT personnel for new hires. (**See Appendix-A and B**)
- b. The business head can submit requests for new email accounts for department employees, maintaining proper justifications and approvals. (**See Appendix-B**)
- c. The request includes the employee's full name, department, job title, and preferred email address (e.g., pharma, ceramics, dbi group, etc.)

4.1.2 **Verification and Provisioning:**

- a. IT Support personnel verify the authenticity of the request and the employee's identity.
- b. System Admin creates a new user account in Microsoft Office 365 Admin Center or Local email Server and shares it to IT Support Team.
- c. Assign appropriate licenses and permissions based on the user's role and responsibilities.


4.1.3 **Email Configuration:**

- a. IT Support personal configure the user's email settings, including mailbox size, forwarding rules, and security features.
- b. Provide the user with login credentials and instructions for accessing their email account.

4.2 **User Deactivation:**

4.2.1 **Request Submission:**

- a. HR department submits a user account deactivation request to IT personnel for terminated employees through the Employee **"Separation list"** via email or hard copy resignation form (See APPENDIX-C).
- b. The request includes the employee's name, ID, designation, department, job location, email address, and last working day.

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- c. Business/Department head should mention if users data/email needs to backup in separation /clearance form.

4.2.2 **Account Suspension:**

- a. IT personnel suspended the user's Office 365 or webmail account to prevent further access as per HR or Business Head formal confirmation.
- b. Set up automatic email forwarding or redirection for the user's mailbox, if necessary.

4.2.3 **Data Retention and Backup:**

- a. Determine (Data backup needed or not) the data retention requirements for the terminated user's mailbox.
- b. Backup the user's mailbox data to ensure compliance with data retention policies.
- c. Archive or transfer important emails and documents as needed before deactivating the account if business head requests.

4.2.4 **Account Deletion:**


- a. After the specified retention period of 30 days, permanently delete the user's Office 365 and webmail account.
- b. Remove any associated licenses to free up resources for other users.

5 Precaution:

5.1 Documentation and Reporting:

- a. Maintain records of user account creation and deactivation requests, including details such as requester, date/time, and reason.
- b. Generate periodic reports to track user account status and license utilization in Microsoft Office 365.
- c. Document any incidents or issues encountered during the user account management process, along with resolutions and lessons learned.

5.2 Compliance and Auditing:

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- a. Ensure compliance with data protection regulations, industry standards, and organizational policies governing user account management.
- b. Conduct periodic audits to review user account creation and deactivation procedures and identify areas for improvement.
- c. Address audit findings promptly and implement corrective actions to mitigate risks and maintain compliance.

COMMUNICATION PLAN

- Establish internal and external communication protocols.
- Designate a spokesperson for time-to-time update to stakeholders.

DOCUMENTATION AND RECORD-KEEPING

- Maintain detailed records of Email User Creation and Deactivation.

ABBREVIATIONS

SOP - Standard Operating Procedure

IT - Information Technology

TRAINING AND CONTINUOUS IMPROVMENT

- Provide regular training sessions for employees on this SOP.


REVIEW AND REVISION

- This SOP will be reviewed annually or as needed to ensure relevance and effectiveness.
- Any updates or revisions will be communicated to all relevant stakeholders.

COMMUNICATION:

Clearly communicate the SOP to all relevant stakeholders. Ensure that employees are aware of their roles and responsibilities and understand the implications of not adhering to them.

ACCESSIBILITY:

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Make the SOP easily accessible to all relevant personnel. This could involve storing it in a central repository, such as an intranet or document management system.

REFERENCES:

- FDA's 21 CFR Part 11: Electronic Records; Electronic Signatures
- GAMP 5: A Risk-Based Approach to Compliant GxP Computerized
- Company IT Policies and Procedures
- Industry Best Practices


APPENDICES

APPENDIX-A	New Joiner's Email ID Request- HR-to-IT Process Flow
APPENDIX-B	Email Requisition Form
APPENDIX-C	Email Deactivation SOP

REVISION HISTORY

REVISION DATE	REVISION NUMBER	DESCRIPTION OF REVISION
02 Feb' 24	01	First edition of the SOP

APPROVAL		
Prepared by:	Signature	Date
Name: Md. Atiqur Rahman		
Designation: Manager		
Reviewed by:	Signature	Date
Name: Md. Imrul Hasan		
Designation: Sr. Manager		
Approved by:	Signature	Date
Name: Zahidul Alam		
Designation: CIO		
Authorized by:	Signature	Date

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Name:		
Designation:		

Distribution:

1. IT Department
2. HR
3. Related stakeholders (Management Employee)

CONFIDENTIALITY

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