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Essex EU User Termination Policy

The purpose of this document is to detail the steps needed to complete the termination of all user accesses in case an Essex Europe employee leaves the company.

1. HR official communication

The HR will inform the IT Department of the employee's termination of contract. The communication will be issued via e-mail and will specify the date from which the former employee will stop his/her collaboration with Essex.

2. Employee's Manager communication

The Manager of the quitting employee, if needed, will communicate (via e-mail) to the IT Department the name of the contact to which mail messages will have to be addressed over a temporary period (1 month).

3. Ticket creation in Clarilog

The IT Department will create a ticket in Clarilog and will attach both the communication from HR and the Manager.

4. User's access termination

Unless differently specified by the Manager in charge, all user's accesses to IT resources will be treated according to the following policy :

- the AD user account will be kept alive for 1 month. The AD password will be reset right after the employee's departure. During this length of time an auto-response message will be set up on the user's mailbox. The message will inform the senders that the recipient of their message has left the company and will reference an alternate point of contact within the organization (if provided and available).
- After 1 month, the user's mailbox will be archived on the home folder. Access will be restricted to Administrators only. If no specific request is made by the Manager in charge all user's data contained in the home folder will be removed after 3 months. As a best practice, the local IT Department will perform a periodic review of the network home folders situation (not less than twice a year) in order to make sure that no unneeded data are stored on the network).

- QAD and other applications' accesses will be removed starting from the day after the official user's departure date from Essex. If these accesses, for exceptional business reasons, need to be temporarily kept enabled, an explicit communication will have to be issued by the Manager in charge.

5. Clarilog Ticket's closure

Once all accesses have been removed, the IT Department will close the ticket in Clarilog.

6. Revision History

Revision Number	Date of Change	Responsible	Summary of Change
1	16/11/2021	Andrea Di Felice	New format, revision history and new header