IT Considerations for Exiting (not transferring) Employees

(The most current version of this document can be found at: https://doit.creighton.edu/services-provided-doit/policies)

This document advises department managers on IT considerations for benefit eligible employees who are leaving the University and not transferring within the system. To get started go to step one and create a DoIT work ticket to schedule consultation with the Service Desk or the zone technician for your department.

1. Create a DoIT work ticket well before the employee leaves (if possible). Call or write the Service Desk via the contact info at the bottom of this page.
2. Tickets should be in the supervisor's name, NOT the name of the exiting individual. The supervisor will work with DoIT.

Working with DoIT as needed, visit the check points below well BEFORE the employee exits.

Check points:
a. The netID's Blue access will be disabled programmatically when HR processes the termination.
b. ID Card access is handled programmatically. The HR system will alert the Lenel card system to nullify card access on the employee's last day.
c. Non-Blue application access (Banner, CUBuyPlus, systems not tied to a Blue account, have those been catalogued for attention?)
d. Computer:
    i. Personal files have been addressed (computer will be re-imaged and old data will be lost).
    ii. Is department/Creighton data stored on the computer? Department data should be stored on a networked production server NOT a single employee's computer.
    iii. Current network drive mappings need to be noted, especially if user's position is being back-filled. (Note if there is an N: drive or a J: drive, etc. and where that drive points to.)
    iv. Should the employee's computer be moved to another user? Moving one system is okay, moving everyone's computers around domino style because one person leaves is strongly discouraged.
    v. Can the computer be retired?
    vi. If a department decides that the computer is no longer needed, DoIT will coordinate moving the unit into the recycle/redeploy process.
    vii. Please note that computers cannot be dead stored for extended periods ("Let's store it in the closet until we decide what to do with it") this wastes warranty and is a potential EPA risk. Systems no longer in active use must be properly processed by DoIT.
e. External hard drives/flash drives turned in to supervisor?
f. Does the employee assuming the duties of exiting employee have appropriate access?
    i. Resource mailbox and calendar access?
    ii. Mailman lists?
    iii. Security group/distribution lists membership in Blue
g. E-mail
    i. Out of Office message or a forward to the person assuming the duties (both or whichever is appropriate).
    ii. Is it time for a resource/department mailbox?
h. Phone
    i. Long distance codes
    ii. Does the Cisco phone need to be forwarded Re-assigned/ re-programmed and/or removed from office?
i. Systems being retained by the employee (phones, tablets) must be reset to factory default.
j. Other?

If you have questions regarding this process please email: servicedesk@creighton.edu or call 402-280-1111 option #3.