

Office of Information Security
Notice of Policy Change
 Effective October 4, 2004

Administrative Access to Lotus Notes E-Mail and Calendar Accounts

Introduction

As part of the ongoing effort to increase safeguards around University information and information processing systems, and in response to regulatory imperatives, the policy and process for Administrative Access to Lotus Notes E-mail and Calendaring Accounts is changing. This announcement describes the changes and how members of the community can integrate the changes into business and academic processes.

New Policy, Effective October 4, 2004

Administrative access to Lotus Notes e-mail and calendar accounts may be used only for official investigations, law enforcement inquiries, or issues where life and/or property are in jeopardy. **All other forms of access to and control of Lotus Notes e-mail and calendar accounts is controlled by accountholders, who are responsible to take appropriate steps to manage their accounts.**

Why these changes are necessary

Safeguarding responsibilities and regulatory imperatives imply that an individually-named email account may not be maintained once a named individual is no longer officially affiliated with the University. Also, forwarding of individually-named e-mail accounts, in addition to creating a false impression on a sender that they are communicating with the named individual, may inadvertently cause sensitive information to be forwarded to an individual for whom it was not intended. The new policy and process upholds the ability of the University to cooperate and comply with due-care responsibilities and regulatory imperatives.

Accountholder and Manager Responsibilities

The following table describes the events and actions that may be taken by accountholders and managers in managing access to Lotus Notes E-mail and Calendaring Accounts.

Before this event occurs...	The following actions may be taken...
Accountholder anticipates taking a planned leave, vacation, or any other foreseeable absence from work...	<p>Before leaving, the accountholder takes one of the following actions as directed by their supervisor or manager:</p> <ol style="list-style-type: none"> 1. Take no action, or 2. FORWARD their email to a designated address, or 3. DELEGATE their e-mail and/or calendar ,or 4. Set an OUT OF OFFICE reply. <p><i>On return, the accountholder retracts all forwarding, delegation or out of office actions as directed by their supervisor or manager.</i></p>
<p>Accountholder plans to voluntarily leave the University, or...</p> <p>Accountholder reaches the end of their Sponsored Account Relationship...</p>	<p>Before leaving, or before the end of the Sponsored Account Relationship, the accountholder processes all existing e-mail in their account, and/or forwards existing e-mails to a person designated by their supervisor, manager, or sponsor.</p> <p>On the HR-specified or Sponsored Account end date, the e-mail account is closed. Further messages directed to the account after closure are returned to the sender as undeliverable, and all e-mail remaining in the account is automatically deleted. <i>Forwarding or Out of Office replies cannot be set for closed accounts.</i></p>

Table continues on the next page...

Accountholder and Manager Responsibilities (continued)

Before this event occurs...	The following actions may be taken...
Accountholder's access is abruptly terminated...	<p>The existing content of the e-mail account at the time of termination can be delivered to the supervisor, manager or sponsor, on request. To request this service, the supervisor, manager or sponsor must e-mail itsecurity@neu.edu from their Lotus Notes account, and request a copy of the terminated account's Notes e-mail. The service level for this service is two business days after receipt and verification of the request.</p> <p><u>Forwarding or Out of Office replies cannot be set for abruptly-terminated accounts.</u></p>
Accountholder wishes to delegate their e-mail and/or calendar to another person...	<p>The delegator (one whose email and/or calendar will be accessed by another person), must use the Lotus Notes client to delegate their e-mail and/or calendar to the designated individual (delegatee).</p> <p>Only the delegator can perform the delegation task. The task can be performed only by using the full-featured Notes client. This process cannot be used prior to the delegator having obtained both a Lotus Notes account and the Lotus Notes client software.</p>
All other events not described above...	<p>An investigation is required to determine the security, regulatory and feasibility implications of the requested access. To inquire, please contact the Office of Information Security at itsecurity@neu.edu. In an urgent situation, contact the IS Help Line at 617-373-4357, give your contact information, and ask that a representative from the IT Security Department return your call.</p>

For instructions on how to set or retract forwarding, delegation, or out of office replies, please contact the IS Help Line at 617.373.4357.

Policy Questions

If there are questions about the new policy, please contact itsecurity@neu.edu.