



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES WINDOWS/E-MAIL ACCOUNT AND GROUP PROCEDURES

0704

Procedure No.

August 1, 2006

Date

- I. **PURPOSE:** To provide Windows Logon, E-mail account, and Security/Distribution Group guidelines for employees and other staff members of Prince George's County Public Schools (PGCPS).
- II. **INFORMATION:** With the exception of substitute teachers, every PGCPS employee receives an e-mail account automatically upon the start of employment. Substitute teachers automatically receive a Windows Logon and may request an e-mail account through the Help Desk. Other staff members may apply for an account using the form entitled, "*Account Authorization Request Form for Non-PGCPS Employees*" which is located at <http://sas2kweb1/forms>.
- III. **BACKGROUND:** All PGCPS staff members are expected to use technology resources for educational and/or PGCPS administrative purposes only. Any user of the PGCPS Network, Internet, and technologies should always reflect academic honesty, high ethical standards, and moral responsibility. Employees must abide by e-mail procedures as set forth in Administrative Procedure 0701.
- IV. **DEFINITIONS:**
 - A. An employee is defined as a contracted active staff member of PGCPS.
 - B. A non-PGCPS staff member is defined as any employee who is not contracted by PGCPS.
 - C. A Windows logon is defined as a username and password used to log onto any Windows computer joined to the PGCPS domain.
 - D. A Distribution Group is defined as a means of distributing information to a specific subset of users.
 - E. A Security Group is defined as a means of securing access to a network resource through group membership.

V. **PROCEDURES:**

PGCPS Employee Accounts

Active employees are given e-mail accounts within 72 hours of their information being entered into Oracle by Human Resources.



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A. School-Based Personnel

1. Once the employee's account is created, an e-mail explaining the guidelines and acceptable use for e-mail is sent to the new account.
2. The user's account is automatically placed into their school's staff group so that they will receive e-mails directed to all staff members. This membership is also used for the application of group policies and security permissions.
3. It is the responsibility of the Technology Coordinator at the school to look up the new employee's username and password using Active Directory. The Technology Coordinator is also responsible for assisting the new employee in logging onto both the computer and their e-mail account.
4. Substitute Teachers
 - a. Substitute teachers automatically receive Windows logon accounts, but are not given e-mail accounts.
 - b. Email accounts for substitute teachers can be requested by the school's Principal or Technology Coordinator through the Help Desk.
 - c. In Active Directory, substitute teachers are not listed under any specific school. The Technology Coordinator at the school can find the teacher's logon name, but cannot reset their password. The teacher must call the Help Desk for assistance.
5. Mailbox Limits
 - a. Principals receive a warning when their mailbox reaches 92 MB, prohibited from sending e-mails when their mailbox reaches 97 MB, and prohibited from sending or receiving when their mailbox reaches 100 MB.
 - b. Substitute teachers, if they have been setup with an e-mail account, will be prohibited from sending or receiving when their mailbox reaches 20 MB.
 - c. All other school-based personnel receive a warning when their mailbox reaches 40 MB, prohibited from sending e-mails when their mailbox reaches 46 MB, and prohibited from sending or receiving when their mailbox reaches 50 MB.



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- d. Any exceptions to these guidelines require analysis of the mailbox by E-Mail Services and written approval by the Chief Information Officer.
6. Deleted item retention - once items are deleted from a user's mailbox, they are reserved in the system for 30 days. These items are easily recovered by the user.
7. Account and mailbox retention - all employee accounts are disabled upon termination by PGCPSS. The user's account is retained in the system for 30 days after which it is deleted from our system. Once the user's account is deleted, the mailbox is retained in the system for 30 additional days.
8. Termination of employment
 - a. Within 72 hours of official termination of employment by Human Resources, the employee's account is disabled.
 - b. Once employment is terminated and the employee's account is disabled, no access will be granted to the employee unless requested in writing from the Chief Information Officer.
 - c. If employment is reinstated within 30 days, their previous account will be enabled and their password will remain as it had been previously. They will have complete access to all of their previous emails and documents.
 - d. If employment is reinstated after 30 days, but before 60 days, the user's account and password will be different but they will have access to all of their previous emails and documents.
 - e. If employment is reinstated after 60 days, the user will receive a new account and will have no access to any of their previous emails or documents.

B. Administrative Personnel

1. Once the user's account is created, notification is made to either a supervisor in the department, or a Technology Coordinator in the building. An e-mail explaining the guidelines and acceptable use for e-mail is sent to all new accounts.
2. The user's account is placed into their department's staff group so that they will receive e-mails directed to all staff members. This



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membership is also used for the application of group policies and security permissions.

3. Mailbox Limits
 - a. Chief Executive Officer and Board of Education Members receive unlimited storage capacity.
 - b. Members of Executive Council receive a warning when their mailbox reaches 460 MB, prohibited from sending e-mails when their mailbox reaches 480 MB, and prohibited from sending or receiving when their mailbox reaches 500 MB.
 - c. Information Technology Employees receive a warning when their mailbox reaches 235 MB, prohibited from sending e-mails when their mailbox reaches 245 MB, and prohibited from sending or receiving when their mailbox reaches 250 MB.
 - d. All Other Administrative Personnel receive a warning when their mailbox reaches 92 MB, prohibited from sending e-mails when their mailbox reaches 97 MB, and prohibited from sending or receiving when their mailbox reaches 100 MB.
 - e. Any exceptions to these guidelines require analysis of the mailbox by E-Mail Services and written approval by the Chief Information Officer.
4. Deleted Item Retention - once items are deleted from a user's mailbox, they are reserved in the system for 60 days.
5. Account Retention - 30 days after a user's account is disabled, it is deleted from the system.
6. Mailbox Retention - 90 days after a user's account is deleted from the system their mailbox is removed from the system.
7. Termination of Employment
 - a. Within 72 hours of official termination of employment by Human Resources, the employee's account is disabled.
 - b. Once employment is terminated and the employee's account is disabled, no access will be granted to the employee unless requested in writing from the Chief Information Officer.



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- c. If employment is reinstated within 30 days, their previous account will be enabled and their password will remain as it had been previously. They will have complete access to all of their previous emails and documents.
- d. If employment is reinstated after 30 days, but before 60 days, the user's account and password will be different but they will have access to all of their previous emails and documents.
- e. If employment is reinstated after 60 days, the user will receive a new account and will have no access to any of their previous emails or documents.

Non-PGCPS Employee Accounts

All logon or e-mail accounts for non-PGCPS employees must be renewed each year.

A. Contractors

In order to request an account for a contractor, please complete the form entitled, "*Account Authorization Request Form for Contractors*" found at <http://sas2kweb1/forms>.

1. Upon request from a school's Principal or an administrative Departmental Manager, these employees are eligible to receive Windows logons and/or e-mail accounts.
2. When the account is requested, an end-date must be given.
3. In some cases, the employee may need remote access to our network. If remote access is necessary, please complete the form entitled, "*VPN Authorization Request Form for Contractors*" found at <http://sas2kweb1/forms>.
4. Contractors are bound by same rules as employees regulations regarding acceptable use.

B. All Other Non-PGCPS Employees

To request an account for any of the purposes listed below, please complete the form entitled, "*Account Request Form for Non-PGCPS Employees*" found at <http://sas2kweb1/forms>.



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1. Student Teachers and Parent Volunteers, upon request from a school's Principal, are eligible to receive Windows logons but are not eligible for e-mail accounts. When the account is requested, an end-date must be given.
2. Foreign Exchange Teachers, Grant-Paid Employees, and Employees Paid through an External Agency, upon request from a school's Principal or an administrative Departmental Manager, are eligible to receive Windows logons and/or e-mail accounts. When the account is requested, an end-date must be given.
3. Per-Diem Teachers, Boys and Girls Clubs, Pathways Program, and Security Officers, upon request from a school's Principal, are eligible to receive Windows logons and/or e-mail accounts. These accounts will automatically be end-dated June 30.
4. Parent/Teacher Association (PTA) groups are not eligible for Windows logons or e-mail accounts.

Non-Employee Accounts

1. Generic or Non-User Accounts - these accounts are created, upon approval, for programs or services that require separate accounts. They are frequently used for e-mail distribution. To request an account for this purpose, please complete the form entitled, "*Account Request Form for Generic Accounts*" found at <http://sas2kweb1/forms>.
2. Student Interns - for the purposes of assisting with Technology-related issues in the schools, these accounts are created upon approval. To request this type of account, please contact the Help Desk. The account will be automatically end-dated June 30.
3. Service Accounts - often, computer systems or programs may require their own account to function on the PGCPs network. To request this type of account, please complete the form entitled, "*Account Request Form for Service Accounts*" found at <http://sas2kweb1/forms>. These accounts will never expire and the password on these accounts can only be changed by one of our Domain Administrators.



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Security & Distribution Groups

A. Security Group

1. Used mainly for controlling access to one or more programs, services, or resources, such as files, folders, or shares.
2. Can be composed of users or computers.
3. Can also have e-mail capability, if required.
4. Usually maintained by the Division of Information Technology.
5. To request this type of group, please complete the form entitled, "*Request Form for Security or Distribution Groups*" at <http://sas2kweb1/forms>.

B. Distribution Group

1. Used solely for distribution of mail to a cluster of users.
2. Generally used to provide global access to distribution lists.
3. Can be maintained by the Technology Coordinator at a school or by Central Office staff in Administrative Offices.
4. To request this type of group, please complete the form entitled, "*Request Form for Security or Distribution Groups*" at <http://sas2kweb1/forms>.

VI. **RELATED PROCEDURES:** Administrative Procedure 0700, Information Technology Services-Acceptable Usage Guidelines and Administrative Procedure 0701, Information Technology Services-Employee E-Mail Procedure.

VII. **MAINTENANCE AND UPDATE OF THESE PROCEDURES:** This Administrative Procedure originates with the Division of Information Technology and will be updated, as needed.

VIII. **CANCELLATIONS AND SUPERSEDURES:** None. This is a new Administrative Procedure.



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IX. **EFFECTIVE DATE:** August 1, 2006.

Approved by:
John E. Deasy
Chief Executive Officer

Distribution: Lists 1, 2, 3, 4, 5, 6, 10, and 11