

Email Account Termination Policy

Purpose

In order to maintain security procedures for departing employees and reduce cost of email licensing, it is necessary to define the processes and responsibilities for promptly removing access to employee email accounts.

Scope

This policy applies to all City-issued email accounts

General Policy

1. Email accounts of terminated employees will be disabled immediately upon notification to ITMD. For security purposes it is imperative that this happen as soon as practical, preferably during or prior to a termination. If a department desires confidentiality prior to a termination, they can contact the CIO or the ITMD Policy and Admin Manager.
2. Email accounts of voluntarily separated employees will be automatically disabled within one pay period of the month following the separation.
 - Email, including archiving, is retained
 - No out of office message is provided
 - Senders to the account will receive a bounce back that the email was undeliverable
3. Email accounts of employees transferring between City departments will by default transfer with the individual. In some cases, the departments may choose to disable the account and provide the employee with a new email address. In the event that departments/individuals do not agree on an approach the CIO will determine the best solution for the City.
4. If a department has a business need to maintain the email account of a separated employee, a request should be made in writing to the CIO, including a reason and the length of time the account should stay active. Email accounts requested to remain active will do so no longer than 6 months. In the event of a vacancy of an elected official, the duration that the account shall remain open will be handled on a case by case basis.
 - Reasons for requesting an email account remain active can include desire to have an out of office message sent for notification to senders
 - Departments will be responsible for monitoring the account while it remains active
 - ITMD will automatically disable the account at the time agreed to upon request
5. Email Accounts that do not belong to a specific employee, such as webmaster@milwaukee.gov or enotify@milwaukee.gov and other resource accounts should be monitored regularly.
 - General email accounts that use an email license will be disabled if they have not been either directly accessed in six months or if the account that messages are being forwarded to becomes inactive