



INFORMATION TECHNOLOGY POLICY/PROCEDURE/PROCESS

Title:	Archive and Data Retention Process	Document Number: 708
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Approval:	Tom Shewchuk, IT Director ITLB	Page 1 of 5

1. Purpose

Develop a process for archiving and data retention for a city asset upon separation of an employee.

1.1. Rationale

- While employed with the City all city-related data generated by the employee should be stored on the City's network.
- All city-related network data must be backed up and (or) archived per this process and the State of Michigan data retention schedule.

2. Responsibilities

2.1. New Process (Non-Temporary Employees)

1. Employee's manager advises HR of the employee separation.
2. HR emails the department manager a "Manager IT Separation Form" and letter with instructions for the department manager to follow before the employees last day (see Appendix A)
3. Department manager fills out the Manager IT Separation Form electronically and emails it to HR within 5 working days from receiving the initial email. The process cannot start without the completed Manager IT Separation Form.
4. HR submits a Help Desk ticket and attaches the Manager IT Separation Form. If this is an urgent or sensitive separation, HR can email, phone, or

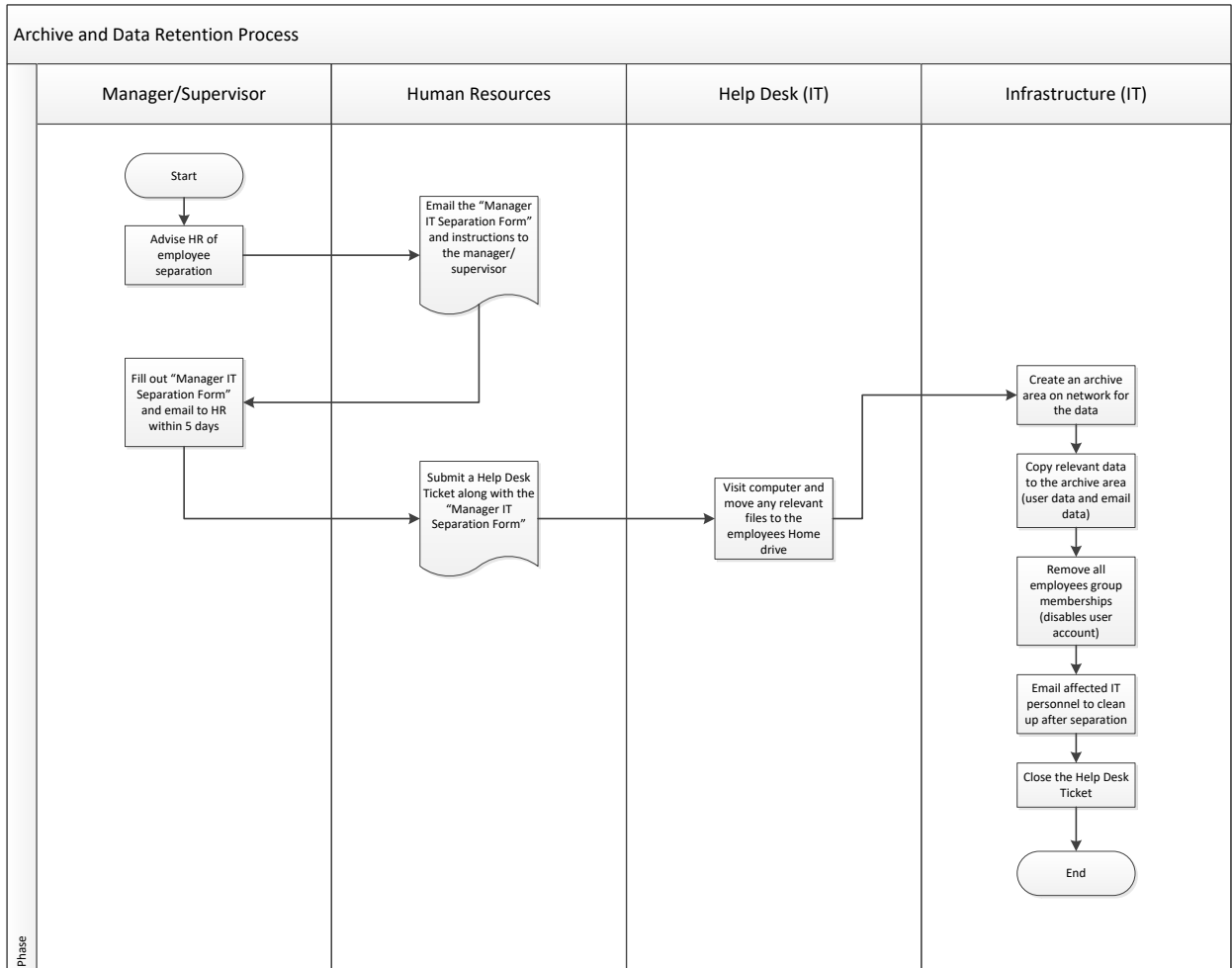
visit the Help Desk and request this process be followed in a more confidential manner. A Help Desk ticket will be created unless HR decides one should not be created.

- i. If an employee supervisor emails or calls IT with a separation request, the IT resource will re-direct the supervisor to the process and HR.
5. Help Desk staff will field the Help Desk ticket and visit the PC or laptop and move any relevant files to the employees Home directory. The Help Desk will contact the manager/supervisor to assist in the movement of files, if necessary.
6. The Infrastructure team fields the Help Desk ticket and performs the following tasks:
 - i. The assigned IT resource will:
 1. Create a folder on the City network that will act as an “archive area” for the user data.
 2. Copy the users existing network Home Drive to the archive area. **This data is retained forever.**
 3. Copy the email server data or .pst file to the archive area. **This file is retained forever.**
 4. User data located on the network that is outside the user’s network Home Directory stays in its original location and is backed up daily. If this data is not deleted it will continue to be backed up daily and will remain on the network forever, or until deleted. **Retention on daily backups is 42 days.**
 - ii. If requested, retrieve local data or grant access to the users mailbox for HR and (or) the employees supervisor.
 - iii. The assigned IT resources will remove all user group memberships and is documented in Jen Latham’s log.
 - iv. The user account is disabled or it may be relocated in active directory for purposes of auto-response for a time frame requested by the supervisor. It will be kept active within IT.
 - v. Email all affected IT personnel to clean up after separation.
 - vi. Infrastructure closes Help Desk ticket.
7. Asset stays in current location unless otherwise requested to remediate.
8. If asset is retained by Help Desk, the Help Desk:
 - i. Removes user info from the PC/laptop.
 - ii. Creates a new profile and reissues the PC/laptop.
 - iii. If requested, the data from an old system may be transferred to a new system.

New Process (Temporary Employees)

1. Department manager/supervisor separates the employee in Ultipro.
2. Department manager/supervisor submits a Help Desk ticket advising of the separation.
3. Help Desk fields the ticket, contacts the department manager/supervisor and fills out the attached "Manager IT Separation Form".
4. If needed, the Help Desk resource will work with the manager/supervisor to transfer any local files to a network share.
5. If needed, the Help Desk will assign the call to the Infrastructure group for any archiving of data.
6. The Infrastructure team fields the Help Desk ticket and performs the following tasks:
 - i. The assigned IT resource will:
 1. Create a folder on the City network that will act as an "archive area" for the user data.
 2. Copy the users existing network Home Drive to the archive area. **This data is retained forever.**
 3. Copy the email server data or .pst file to the archive area. **This file is retained forever.**
 4. User data located on the network that is outside the user's network Home Directory stays in its original location and is backed up daily. If this data is not deleted it will continue to be backed up daily and will remain on the network forever, or until deleted. **Retention on daily backups is 42 days.**
 - ii. If requested, retrieve local data or grant access to the users mailbox for HR and (or) the employees supervisor.
 - iii. The assigned IT resources will remove all user group memberships and is documented in Jen Latham's log.
 - iv. The user account is disabled or it may be relocated in active directory for purposes of auto-response for a time frame requested by the supervisor. It will be kept active within IT.
 - v. Email all affected IT personnel to clean up after separation.
 - vi. Infrastructure closes Help Desk ticket.
7. Asset stays in current location unless otherwise requested to remediate.
8. If asset is retained by Help Desk, the Help Desk:
 - i. Removes user info from the PC/laptop.
 - ii. Creates a new profile and reissues the PC/laptop.
 - iii. If requested, the data from an old system may be transferred to a new system.

3. Process Flowchart



4. Manager IT Separation Form

Manager IT Separation Form		
Employee	Employee Name:	
	Separation Date:	
	Manager:	
E-mail	What date should email access should be terminated?	
	Who should have access to current email folders?	
	Out of Office Message: Please edit	
***NOTE: Unless otherwise requested, the employee's email account will be discontinued in sixty (60)		
Files	Who should have access to the employee's network drive?	
	Who should have access to the employee's hard drive?	
Desk Phone	Voicemail Message: Please edit	
Laptop	Did the employee have a laptop?	
	<i>If YES, was it returned to IT?</i>	
	<i>If it was not returned to IT, who was it returned to?</i>	
***NOTE: Your department will continue to be charged for the laptop and air card unless otherwise		
Cell Phone (city issued)	Did the employee have a City issued cell phone?	
	<i>If YES, was it returned to IT?</i>	
	<i>If it was not returned to IT, who was it returned to?</i>	