

RBSCS Exit Policy

This policy is to be used for any individuals leaving the University.

1. Create a workorder indicating that an individual is leaving the University.
2. Contact the user and inform them that we have been informed they are leaving the University and that we will need to make arrangements to address data issues, account issues, and any Rutgers owned equipment that they may have in their possession. Inform that user that the standard policy is that we close all accounts two weeks after an individual officially leaves the University. However exceptions to this policy can be implemented if the current department chair agrees to maintain the account for a specified period of time. Inform the user that we can also setup an alias on our mail server that can be left in place for up to a year, so that email can be forwarded to a new account. This does not require any additional approval.
3. Inform the user that we are not in charge of RCI or Andromeda accounts and that those accounts are purged on a regular basis. If they want to know exactly when an account will be purged, they should contact the helpdesks of those departments directly.
4. Confirm as to whether the instructor is using Blackboard and if so add this information to the ticket so that courses can be archived and deleted.
5. Contact the department that the professor works for and inform either the department chair or the department's administrative assistant that we are working with the professor in regards to our exit policy and inquire as to whether there is anything else that should be addressed. In some cases, users will borrow equipment directly from departments.
6. Confirm the equipment that is on loan to the individual by checking RBS records for home systems and loaners.
7. Ensure that all equipment is returned prior to the last pay date for the individual, so that the department or the Dean's office can be notified in sufficient time to address such an issue.
8. Once all issues have been addressed, send an email to both the department and the Dean's office informing them that we have addressed all I.T. related issues with the individual.

You can use the following template as correspondence to such a user:

Hello,

We have been informed that you will be leaving Rutgers Business School. We would like to make arrangements with you as soon as possible to address data, account, and equipment issues. Our standard policy is to close all accounts two weeks after an individual leaves the University, however if you need access to email, Blackboard, or one of our other systems, you can seek an extension through your department chair. In addition, we would be happy to setup an alias for you on our email system (if you have an rbsmail account), so that your email is forwarded.

Please be aware that we are not in charge of Andromeda or RCI accounts and that those accounts are purged regularly. If you would like to know when your system will be purged, please contact the appropriate RUCS helpdesk.

Also, please be aware that if you have any Rutgers owned equipment, it will need to be returned as soon as possible, so that the paperwork can be processed prior to your last pay period.

Please let us know how we can proceed with these issues at your earliest convenience.

Thank you,