

Gardens & Museums: Leaving the Gardens & Museums & IT

Introduction

Leaving the Gardens & Museums, be it through transitioning to another location within the University, or leaving the University of Oxford entirely, can require a significant amount of pre-planning and administration – both for the person leaving, and their respective Line Manager.

Often in such scenarios the focus becomes on handover, or local responsibility transfer. But, often over the course of any University of Oxford tenure a number of accesses and system ownerships can be built up, and these are often forgotten and it's crucial for continued operations and security that these permissions, accesses and ownerships are removed and transferred as required.

This document outlines the major systems in Oxford, and the Gardens & Museums, where accesses would have been granted, and how to transfer any ownership to another suitable member, and how to remove from person/s leaving. This will be a dual process between the person leaving and their Line Manager, so should be done in coordination with each other.

And for clarity any colleagues leaving the Gardens & Museums location will find that their access to University systems and resources is removed after 1 day of role completion. This is explained in detail here: <https://www.ox.ac.uk/staff/it/leaving-oxford> .

We have endeavoured to make the process as simple as possible, and not all elements will be appropriate to all members of staff, so please do use the item links below to navigate to the appropriate points.

University of Oxford Card

Single Sign On & Nexus365

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University of Oxford Card

The University Card is the gateway to many services, systems and crucially accesses, including both digital and physical, with many buildings across the University now having building and door access systems directly linked to the University Card.

As such, if you are leaving, or are the Line Manager of someone leaving the business, it is vital that the University Card is returned. Please liaise with your Human Resources representatives or HR Team regards this, and so that they can notify the University of Oxford Card Office of yours, or your members of staffs change in status – be it either transferring to another department or leaving the University.

This will cause the University Card to be cancelled, and many accesses and affiliations, including email address to be removed. If you moving to another unit, it is their responsibility to request a new University Card, and in turn the associated affiliations to that unit.

Single Sign On & Nexus365

Single Sign On (SSO) is a key service within Oxford which affords the access, via a single username, password, and associated multi-factor-authentication, to many University of Oxford services and systems.

The most significant service which is associated to your SSO Account is Nexus365, which encompasses a number of Microsoft Office Applications including email (Outlook), office (Word, Excel, PowerPoint) and collaboration-based solutions (SharePoint, Teams). Due to the nature of these services over the course of yours, or your colleague's duration in the University several ownerships and accesses will have been accrued, and it is crucial for continued operations and for security that these accesses and ownerships are either removed or transferred as appropriate.

Nexus Account Ownership

If you, or the person you Line Manage are the owner of any Nexus Email Mailboxes it is important that this ownership is transferred to a person remaining in the business, so that there is no disruption to access, or risk of data loss or incorrect access.

A change of Nexus Mailbox Ownership request can be made via the below Central University of Oxford Service Request

Generic Account Ownership Change:

(<https://oxford.saasiteu.com/Modules/SelfService/#serviceCatalog/request/96F56EA385264F1295B0C2D7EC8A4189>)

Please note: This can only be carried out by the Account Owner or Gardens & Museums IT (after investigation). Therefore, it is important, where possible, that this is carried out before the Leaver leaves the organisation. If you would like Gardens & Museums IT to carry this out please send a written request to it@museums.ox.ac.uk will full details of the account (account name and email address), and whose ownership needs to be transferred from and to.

Nexus Account Delegation

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Like Nexus Account Ownership, over yours, or your colleagues time within the University access will be given to a variety of email accounts. On leaving it is important that these accesses are removed, so that departmental data and messages remain secure to that department and those who need access to it.

As such removal requests for the accounts should be made, and can be done so by the via the below IT Services Service Request Form

Remove Nexus mailboxes delegated access by contacting IT Services via 'Generic Email Account Delegation' Service Request:

(<https://oxford.saasiteu.com/Modules/SelfService/#serviceCatalog/request/E7C7442A329840529B826FD7C25C7FD3>)

Please note: This can only be carried out by the Account Owner or Gardens & Museums IT (after investigation). Therefore, it is important, where possible, that this is carried out before the Leaver leaves the organisation. If you would like Gardens & Museums IT to carry this out please send a written request to it@museums.ox.ac.uk will full details of the account (account name and email address), and whose access needs to be removed from.

Email Transfer/Backup

In certain situations, emails from the leavers account may be needed, and therefore will need to be transferred. The best process for this is to transfer from the person's own mailbox to that of a project mailbox which they have delegated access to.

Please note: This must be carried out before the leaver leaves the business, as access afterwards is complex and only afforded in a limited number of special circumstances.

Microsoft Teams Ownership & Access

Microsoft Teams is used across the University as a collaboration and virtual meeting tool. As with email, during a person's time within an organisation access to many University of Oxford Team's teams can be accrued. When someone leaves these accesses should be removed.

Each Microsoft Team's teams will have an owner who should be contacted to remove the given access.

Microsoft SharePoint

Microsoft SharePoint is utilised for file storage, sharing and collaboration, and access will be afforded to those who need access to the information to read, edit or create content. Though when someone leaves it is likely they will no longer need that access, and nor should the access be left.

Requests to remove access to the SharePoint pages, sites, and content, should be directed to the SharePoint site owner.

Gardens & Museums Mailing List Ownership and Access

Across the Gardens & Museums, and GLAM, there are several email distribution lists set up called Mailing Lists, which provide an effective and efficient means ton send email to multiple personnel at the same time.

Any Mailing List owners or moderators leaving must transfer their administrative privileges to another owner/moderator. The person leaving can update this information within the Mailing List, or

another administrator/owner can do so. The person leaving should also unsubscribe from the mail list.

CONNECT – Account & Folder Access

CONNECT is the central IT Services provided Windows service which is used in several locations across the University, and all locations within the Gardens & Museums. And whether you, or the colleague leaving, use a CONNECT Computer or access the CONNECT File Shares there is an element of administration which requires consideration and action.

Please note: This can only be carried out by the Account Owner or Gardens & Museums IT (after investigation). Therefore, it is important, where possible, that this is carried out before the Leaver leaves the organisation. If you would like Gardens & Museums IT to carry this out, please send a written request to it@museums.ox.ac.uk with full details of the account (account name and email address), and whose access needs to be removed.

Remove access to CONNECT File Shares

CONNECT File Shares are used to hold Gardens & Museums data, and any person could have access to a number of different folders. If transitioning away from the Gardens & Museums to another location, or simply just moving to a different department in the same location, a request is needed to deprovision the accesses from that CONNECT Account, to ensure that people's information and data accesses are correct for their role.

If needing to remove accesses, please do so via the following IT Services Service Request.

Remove access to CONNECT Files Shares by contacting IT Services via 'Managed Desktop Service Add/Remove Folder Access' Service Request:

<https://oxford.saasiteu.com/Modules/SelfService/#serviceCatalog/request/EE4AB7705B3491A8E879E0B7FBDD65C>

If leaving the University of Oxford please see 'Remove access to CONNECT Account' below.

Remove access to CONNECT account ('Managed Desktop Service User Account')

If you will be leaving the University entirely, or if the person that you line manage is doing so, then the best means to deprovision the account, and ensure the removal of the CONNECT Account costs from the Gardens & Museums, is to request the complete removal of the CONNECT Account. Please be aware that this will fully delete and deprovision the account and accesses, alongside data stored within that person's Home Drive.

To fully remove one's CONNECT Account please fill out the IT Services Service Request form below.

Remove CONNECT Account by contacting IT Services via 'Managed Desktop Service User Account' Service Request:

<https://oxford.saasiteu.com/Modules/SelfService/#serviceCatalog/request/DD8088D06FB94F59BEA3B3265C5DB48C>

Remove access to CONNECT Remote Desktop

The CONNECT Remote Desktop is used to access a CONNECT Virtual Desktop from non-CONNECT Computers, or from locations where access to CONNECT or associated resources/dependencies are difficult. As the CONNECT Remote Desktop is a paid for service, it is important that those who have

this membership make their Line Manager aware so that a request can be made to deprovision access.

If access to the CONNECT Remote Desktop has been granted, this can be removed via the IT Services Self Service request below.

Remove access to CONNECT Remote Desktop Access:

<https://oxford.saasiteu.com/Modules/SelfService/#serviceCatalog/request/2A236E874AE143DEA2036FE9CFF2CD06>

Apple Computing

Gardens & Museums IT provide a Managed Apple Service across the Gardens & Museums, with access to macOS devices (iMacs and MacBooks) through the Single Sign On (SSO) log in. Although the access is via SSO, a separate layer of IT account administration takes place to permit access to Apple Computers to ensure that all members of the University cannot readily access and use one of these Gardens & Museums resources.

As such to remove access to the Apple Computer this account administration step needs to be undone to remove the access. Therefore, if you, or the person you Line Manage, use a Gardens & Museums IT Managed Apple Computer please contact Gardens & Museums IT for this access to be removed.

Remove access to Gardens & Museums IT Managed Apple Computer by contacting Gardens & Museums IT via: it@museums.ox.ac.uk .

IT Equipment

During a person's time within the Gardens & Museums they will have likely had access to IT Equipment, and with the increased amount of working from home, many people will now have portable equipment such as laptops and tablets, as well as additional peripherals in their own home, such as monitors, and in certain scenarios they may even have a Gardens & Museums owned desktop computer at home. As these are all assets of the Gardens & Museums it is important that these are returned, and suitably re-provisioned, with associated asset management systems updated.

In respect to desktop computers, it is likely that these can remain in place for the next person to use, but in all other circumstances engagement from the Gardens & Museums IT Team will be required, either to arrange the return of equipment, or if returned to prepare for next use.

Please contact Gardens & Museums IT to discuss the return and re-provision of IT Equipment via: it@museums.ox.ac.uk .

Other account & system access

During a person's time in the Gardens & Museums, and in relation to the role, skills, and responsibilities, other additional specific accesses may be accrued. It is important to have awareness and discuss, for security and financial reasons, whether any of these accesses are in place, and if so to request their removal.

Telephony over Teams

Telephony over Teams is the University of Oxford Digital telephone system which we all utilise, and many of us have a phone number registered to us. When someone leaves the University, this number will be orphaned, and reassigning either temporarily or permanently needs manual intervention, and if not done so, can lead to this number being assigned to a different department or area of the business. Therefore, when someone leaves it is important that a temporary assignment is given to the number, such as job title, or the department, so that the number is held and then can be allocated to the new member of staff once they start.

To remove Chorus Phone number assignment and place a temporary allocation please contact the Gardens & Museums IT Team via: it@museums.ox.ac.uk .

Adobe Software

If you or the member of staff you manage uses Adobe Software, they will likely have an Adobe licence, which is renewed each year at significant cost to the Gardens & Museums. If the person who uses this type of license leaves, it is important to discuss this with Gardens & Museums IT to establish whether this licence can be freed up if no longer required or should be transferred to a different member of staff.

Access to Adobe products can be removed or licences re-provisioned by contacting Gardens & Museums IT via: it@museums.ox.ac.uk .

CMS - DAMS – EMu Access

The Gardens & Museums utilise 2 Collections Management Systems (CMS), being MuseumPlus and EMu, and use ResourceSpace for Digital Asset Management Systems (DAMS). Access to these systems is handled by Gardens & Museums IT. Therefore, if you, or a person you Line Manage is leaving the Gardens & Museums and has access to either CMS or DAMS systems, please contact Gardens & Museums IT for the accounts and accesses to be removed.

Remove access to Entra groups (DAMS – CMS – EMu – etc...) by contacting Gardens & Museums IT via: it@museums.ox.ac.uk .

Oracle Financials Access

Oracle Financials is the purchasing and procurement system supplied and utilised within the University of Oxford. If you, or the person you Line Manage who is leaving the Gardens & Museums have access to this it is important that this access is removed.

Removal of access to Oracle Financials can be done via the ‘Log a support call’ on the University of Oxford Financial Systems Page: <https://finance.admin.ox.ac.uk/systems> .