

| Stand Information | |
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| Related to Policy/Risk Domain | Acceptable Use/ Identity & Access Management |
| Approved by: | CIO |
| Approval Date: | April 13, 2021 |
| Date of Next Review: | |

CNC Email Management Standard

Purpose / Rationale

The purpose of this standard is to outline CNC's approach to managing the lifecycle of email accounts for students, faculty and staff.

General Standards

- CNC email accounts are provided for active students, faculty and staff only.
- Email and access to CNC systems for employees (except for the employee's access to employment records, e.g. T4 slips) should be revoked immediately in conjunction with their departure.
- Students access to email should cease no more than 6 months after completion of a CNC course or program.

Email Account Creation, Activation, De-activation and Deletion

- Email accounts follow a four-phase lifecycle: Creation, Activation, Deactivation and Deletion

Account Creation

- When a username is generated for an account in Colleague, this triggers an automated ITS process that results in the creation of an e-mail account for either staff, faculty or students based on the following criteria:
 - **For faculty and staff:** either on their first date of employment or by the date that HR sets manually in the 'other dates' table (OTDT).
 - **For students:** when the student is enrolled in a program that has not yet ended.

Account Activation

- After an email account is created it is immediately activated. Email accounts deactivated as below will be automatically reactivated based on the following criteria:
 - **For faculty and staff:** either on their first date of employment or by the date that HR sets manually in the 'other dates' table (OTDT).
 - **For students:** when the student is enrolled in a program that has not yet ended.

Account Deactivation

- Staff and faculty accounts are set to be de-activated at an employment end-date set by HR in the PerPos record in Colleague or by the date set in the 'other dates' table (OTDT).
- Students accounts are deactivated 6 months after the end date of the last program they were enrolled in.
- In cases where an account is compromised or suspected abuse is present, an account can be deactivated by ITS to investigate.

Account Reactivation

- In the case where a student, faculty or staff member returns to the College within 12 months of their account being deactivated, these accounts may be reactivated as outlined in the Account Activation section above.

Account Deletion

- All email accounts with 'access disabled' will be deleted after 12 months.

Email Forwarding

- **Student mail forwarding:** a student may choose to forward their College email to another address. The College will not investigate or be responsible for messages not successfully forwarded or transferred to a non-College account.
- **Employee mail forwarding is not permitted:** As College emails are records of CNC and must remain on CNC managed systems.

Other Related Policies and Statutory Obligations

- Account holders should be aware that all email messages and email data may be subject to freedom of information requests in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA)
- All CNC email accounts and the contents are property of the College.
- All account holders must adhere to the [Acceptable Use of CNC Information Technology](#) and [Information Cybersecurity](#) policies.

Standard Amendment Log

| Amendment Number: | Date: |
|-------------------|---------------|
| 0 | December 2020 |
| 1 | April 2020 |
| 2 | |