Who can request a suspension and for whom?

Account suspensions should only be requested for employee accounts. Student accounts cannot be suspended. To shut down an external account early use the standard IIQ User Account Management (UAM) system extension request process and specify today's date as the new extension date. For details on this process please refer to the *'**Requesting or Approving a Staff or External Extension**'* guide. However, if an external account needs to be suspended as part of an organisation's disciplinary procedure, or if the account is compromised, then follow the process below.

An employee account can be suspended as part of an organisation's disciplinary procedure, or if the account is compromised. A suspension may be requested by:

1) A Manager can request the account suspension of:
    a) Any Employee for whom they are currently the Manager
    b) Any Employee for whom one of their reportees is currently the Manager
2) A Sponsor can request the account suspension of:
    a) Any External for whom they are currently the Sponsor
    b) Any External for whom one of their reportees is currently the Sponsor
3) An Approver can request the account suspension of:
    a) Any Employee or External account

NOTE:

- All requests for suspensions, other than those for compromised IT accounts, should have already been discussed with one of the following Senior HR staff, all of whom are designated Suspension Approvers:
    - an HR Partner*
    - an HR Advisor*
    - the Assistant Director of HR
    - the Director of HR

  *normally this would be the Line Manager's HR Partner or HR Advisor
- An account is disabled immediately on Approval of the suspension request and the Campus Cards Team will be notified to block the person's campus card
- Suspensions cannot be requested for deleted accounts, or accounts that are in an 'About to be Deleted' state
- An Extension Request cannot be made for a Suspended account
- Student accounts cannot be suspended using this process - see APPENDIX: Compromised Accounts for information on the process for managing compromised student accounts

Step1: Requesting the Suspension

1) Open https://myid.reading.ac.uk to Login to the IIQ User Account Management (UAM) system.

2) From your Homepage click on  then select 

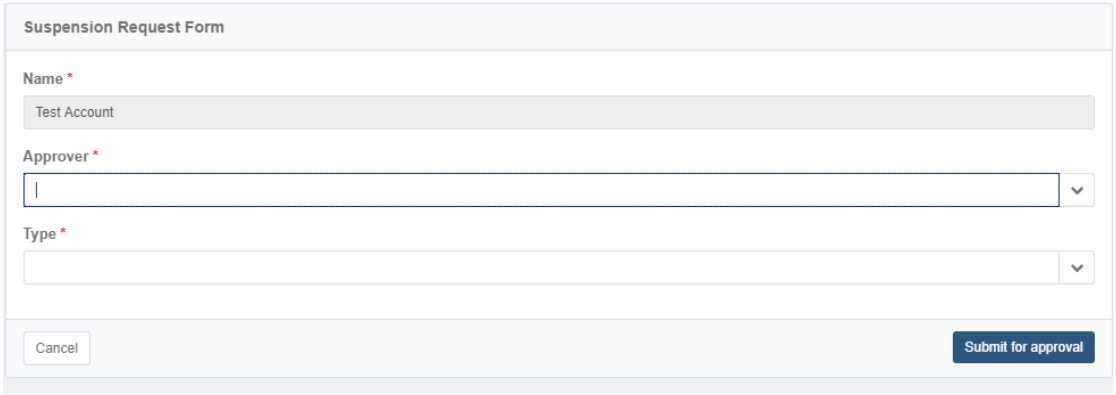
followed by 

    a) A list of '**Available identities'** will be displayed.
        - The list may run over several pages. Use the arrows and navigation options at the bottom of the screen to move between pages or increase the number of items displayed on the screen.
        - Use the search box to search to limit the identities included in the list.

- The order of the list can be sorted by clicking on any of the column headings. The initial click will order from the lowest to highest value and each subsequent click will reverse the order.

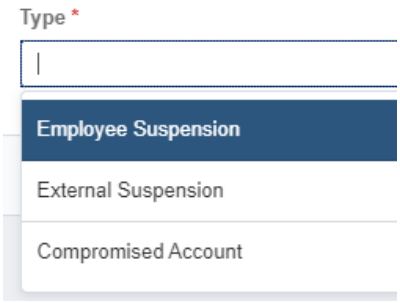
b) Click on the user ID in the Name column to select the account for which you want to request the suspension.

3) The name of the selected person will be displayed



4) From the Approver drop down list select the name of an Approver who is aware of the Suspension.

5) Select the Type of Suspension



6) Click on Submit to proceed to approval with the request, or Cancel to exit the screen.

7) After submitting the suspension request form for approval, you will automatically be returned to your Homepage.

8) Once the request has been actioned by the Approver you will receive an email confirming whether your request has been approved or rejected.

Step 2: Approving a Suspension Request

Once a Suspension request is submitted (see Step 1 above), an email requesting Approval of the account suspension is sent to the selected Approver. The Approver either Approves or Rejects the request.

1) The Approver will receive an email notification requesting Approval of the suspension with a link to the IIQ User Account Management (UAM) system. Click on the link to Login to MyID or enter the link in your browser.

University of Reading Username suspension request

I its-registration@reading.ac.uk
To m.migratstaff@reading.ac.uk

We have received a request from Keith Newstaff to have Fred Flintstone's user account suspended with immediate effect.

Please use the following link to confirm or reject the suspension:
http://uam-dev4-be-01:8080/identityiq/login.jsf

Do not reply to this email. If you need further assistance please contact its-registration@reading.ac.uk

Thank you for your co-operation.

User Registration
Information Technology
University of Reading
www.reading.ac.uk/its
+44 (0) 118 378 6262

If you receive a request to Approve a Suspension but are unable to access MyID please email the User Account Management Team:

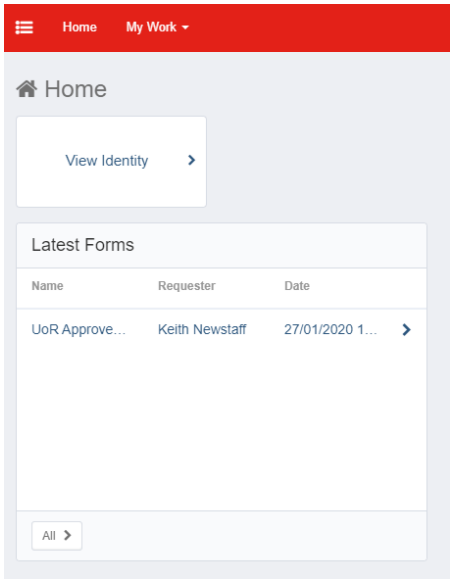
- To: its-registration@reading.ac.uk
- Subject: Urgent Suspension Approval
- Content: Authorisation
  - Either authorise the UAM Team to change the Approver to any other valid Suspension Approvers
  - Or, where no other Suspension Approver is available, authorise the UAM Team to approve the suspension request on your behalf

NOTE: No details of the reason for the suspension should be included in the email.

Or call the Service Desk on:

☎ +44 (0) 118 378 6262

2) On Login you can approve or reject the request from the Latest Forms window on your Homepage

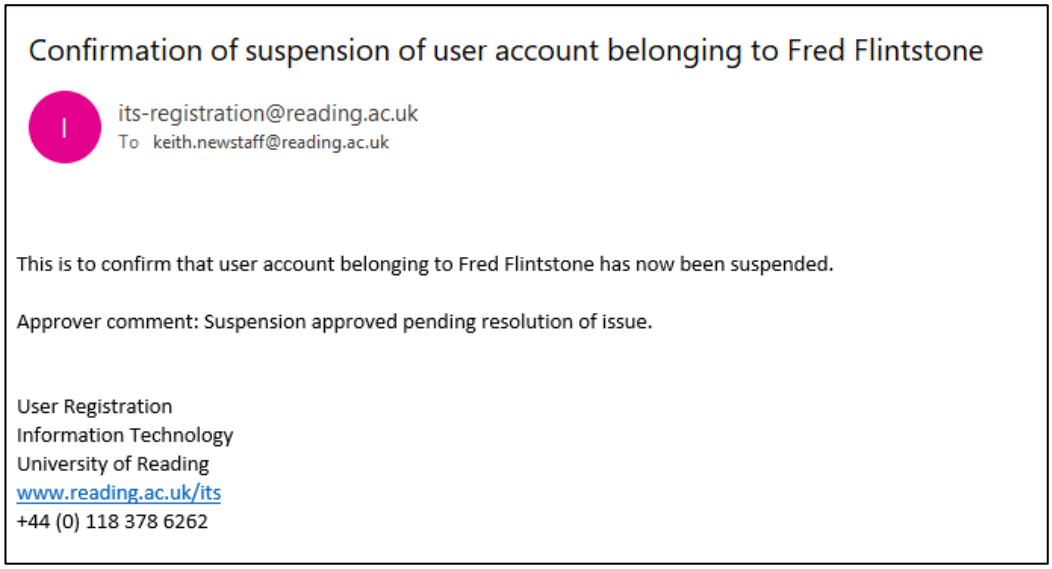


3) Click on the request to open the Approver Form then either Approve or Reject the request.

4) The Suspension Request may be approved or rejected.
   a) To Approve the request
      i. Add a note to the Approver Comments field (this is a mandatory field) This text will be included in the Approval email
      ii. Click on the Approve Request button at the bottom of the form
   b) To Reject the request
      i. Click on the Reject Request button at the bottom of the form

5) The request will now have disappeared from your Latest Forms window.

6) The requestor will receive an email confirming whether their request has been Approved or Rejected.
   a. Approval Email



Confirmation of suspension of user account belonging to Fred Flintstone

its-registration@reading.ac.uk
To keith.newstaff@reading.ac.uk

This is to confirm that user account belonging to Fred Flintstone has now been suspended.

Approver comment: Suspension approved pending resolution of issue.

User Registration
Information Technology
University of Reading
www.reading.ac.uk/its
+44 (0) 118 378 6262

   b. Rejection Email

Rejection of suspension of user account belonging to Fred Flintstone

its-registration@reading.ac.uk
To keith.newstaff@reading.ac.uk

This is to confirm that the user account belonging to Fred Flintstone has not been approved for suspension.

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7) If the request is Approved:
   a) the account will immediately have a password change and be disabled in the on premise Active Directory. The Active Directory synchronisation to the Azure Active Directory (Office 365) can take up to 30 minutes.

   b) An email will be sent to the Campus Cards Team to manually disable the person's campus card.

Step 3: Releasing a Suspended Account

The process for releasing a suspended employee account and releasing a suspended external account differ slightly from one another, although both are manual processes that require intervention from the UAM Team. The processes are described below:

1. Employees
    a. An employee account is only released from suspension when requested by the HR Operations Manager
    b. The UAM Team also monitor suspended accounts and will contact the HR Operations Manager when an account has been suspended for 4 weeks to determine whether the suspension should remain in place. If the suspension is still required, the UAM Team will contact the HR Operations Manager after a further 3 months
    c. If the suspension is no longer required and the employee has been made a Leaver in Trent the UAM Team can disable the user account
    d. If the suspension is no longer required and the employee is not going to leave then the UAM Team can re-activate the user account
2. Externals
    a. An external account is only released from suspension when requested by the Sponsor
    b. The UAM Team also monitor suspended accounts and will contact the Sponsor when an account has been suspended for 4 weeks to determine whether the suspension should remain in place. If the suspension is still required, the UAM Team will contact the Sponsor after a further 3 months
    c. If the suspension is no longer required and the external has left the UAM Team can disable the user account
    d. If the suspension is no longer required and the external is not going to leave then the UAM Team can re-activate the user account

APPENDIX: Compromised Accounts

Compromised IT Accounts are normally detected in one of two ways:

1. The account owner is unable to log into their account, even after a password reset, and they contact the Service Desk for help
2. The DTS Security Team detect unusual activity on a user's account

Once a compromised account is detected the Service Desk will contact the user and, in liaison with the Security Team, assist the user in regaining access to their account.

If the compromised account belongs to an employee or external then it may be placed in a suspended state, as described earlier in this document, while the account is disabled and the Security Team identify and correct the issues on the account.

But a student or external account is never placed in a suspended state. Although the account will be disabled while the Security Team identify and correct the issues on the account.