

User Account Management Procedure

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Prepared by	Mike Moore, Managing Director
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Title	User Account Management Procedure			
Description	Provides the procedures needed to create/manage user accounts.			
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Purpose

A User Account Management Procedure provides the procedures needed to create/manage user accounts. This allows the creation and management of users placed within the DE Photo (Franchising) Ltd (referred to as the company here after) network. This will allow the modification of existing users that had been previously created.

The User Account Management process creates, modifies and removes user accounts in the environment. It is a centralised process handled by the IT department.

The following process map and process description is developed to illustrate the following three scenarios:

Scenario 1 – Creation of new user accounts

Scenario 2 – Modification of existing user accounts

Scenario 3 – Removal of existing user accounts

Prerequisites

The staff performing user account creation should have adequate training and the authority to perform the process.

All passwords after the initial set up password should be set by the user and conform to the Password Policy.

All services, systems and devices referenced in this procedure or relating to processing of the personal data must be available and listed.

All documents referencing user account management must be available and up to date.

Conditions

A request has been made to create/update/delete an account.

The request contains information to perform validation.

The request contains actionable information.

All logs and checks are available to document the request.

Outcomes

User account has been created/updated/deleted

Account process is logged and stored

Processes

Creation of new user accounts sub-process

1. All necessary details are collected to create the account.
2. Perform a risk assessment for the creation of the account.
3. Create the account in accordance with the Access Control Policy, Password Policy, Data Protection Policy and Information Security Policy to set the appropriate levels of access and security.
4. Test the account to make sure the necessary controls are working as intended.
5. Document the created account and mark it for review in 12 months.

Modification of existing user accounts sub-process

1. All necessary details are collected to modify the account
2. Perform a risk assessment for the modification of the account.
3. Modify the account in accordance with the Access Control Policy, Password Policy, Data Protection Policy and Information Security Policy to set the appropriate levels of access and security.
4. Test the account to make sure the necessary controls are working as intended.
5. Document the modified account and mark it for review in 12 months.

Disposing of user accounts sub-process

1. All necessary details are collected to dispose of the account.
2. Perform a risk assessment for the deletion of the account.
3. Dispose of the accounts following the process in the Disposals Procedure.
4. Test to make sure the account has been completely disposed of.
5. Document the disposal of the account.

Management and Review

This policy should be reviewed as scheduled once annually unless performance indicators, changes to legislation or the organisation necessitate it.

Last Review Date: 16/05/2018

Next Review Date: 16/05/2019