E-mail and Instant Messaging Account Management Procedures:

Accounts will be generated for all faculty at the beginning of the semester in which they are hired to teach, and for all staff employees upon completion of the Human Resources process. Additional accounts for users may be generated as needed by notifying the KSU Service Desk via email: service@kennesaw.edu.

Accounts for Visitors may be obtained by completing the sponsored account process (Non-Paid Affiliate (NPA)/Long- Term Visitor (LTV) Form), available from KSU Card Services.

E-mail and IM will be preserved for no longer than 30 days after deletion by user. This does not guarantee recovery of accidental deletions even within the 30 day window.

Expiration of Accounts:

Faculty and Staff accounts will be "deactivated" 1 day after the employee leaves or is terminated. User data associated with(h)10   (e   e)1(d)-10   (at)-8   (a)22   Tw   0.27

<u>External email flagging</u>

In alignment with best practices and recommendations of the University System of Georgia, KSU appends the subject line of external emails to clearly denote an email as originating externally. Some Kennesaw State University services use cloud systems which are not physically located on campus. In some cases, it may be appropriate for these systems to be excluded from the external tagging because they are a trusted and contracted service and meet the guidelines below.

Guidelines for this process:
- Service is a contracted campus-wide platform that has gone through the applicable IT approval process, and which serves a significant majority of the institution.
- Service provides a facility to ensure validation of sender's relationship to institution.
- There is a low risk of abuse for the exclusion.
- Service has a justifiable business need for the exclusion.

Exclusions are granted at the discretion of the Vice President of Information Technology and Chief Information Officer. Exclusions are subject to regular review and may be revoked if any conditions of approval change.

<u>Exceptions:</u>

Request any exception to this standard via a service ticke Td 004 T/0.23156Mretie