

Office of Information Technology	SOP No: OIT-SYS-SOP-001-01
SOP Name: Active Directory and Email Account Provisioning	Updated: January 8, 2018
	Issued By: Office of Information Technology
	Process Owner: Systems Administration

## 1.0 Purpose

The following standard operating procedure (SOP) will assist divisions and departments in understanding the process to create new CCNY accounts for new employees. CCNY accounts provide access to systems managed by the Office of Information Technology, including Microsoft Active Directory, ccny-wifi, Citymail and Webmail email accounts, network file shares, virtual private network (VPN), CityCentral student portal, and CCNY electronic timesheets.

## 2.0 Scope

This SOP covers provisioning of Microsoft Active Directory and/or Exchange (e-mail) account in the CCNY domain for new faculty and staff in the following categories:

- New Full-Time and Part-Time Tax Levy Employee
- Non-Tax-Levy Employee who qualify as POI. Example: Research Foundation, Auxiliary
- Non-Tax-Levy Employee who does not qualify as POI. Example: Visiting Scholars, Post-Doctoral Fellows, and Exchange Visitors.

## 3.0 Prerequisite

In order to provision a new Active Directory and email accounts, **new full time and part time tax levy** employees, or the respective department on their behalf, must submit a new hire package (which includes a CUNY application, degree verifications, I-9 form and required proofs of identification, and tax forms) to Human Resources. New **non-tax levy** employees must work with their respective department to fill out and submit a PAF-7 and a copy of a government issued ID, for a Person of Interest (POI) entry into CUNYfirst, to Human Resources. Please note, you can visit the Human Resources website, and go to the CUNYfirst sub-menu, and click on Persons of Interest to view the criteria and process for a POI entry into CUNYfirst.

## 4.0 Responsibilities

### 4.1 Department

#### *New Full-Time Tax Levy Employee*

It is the responsibility of newly hired tax-levy, full-time employee, in conjunction with their department, to submit all pertinent documentation (including a PAF-7 and a copy of a government issued ID) to Human Resources in order to enter new hire information into CUNYfirst.

#### *New Part-Time Tax Levy Employee*

It is the responsibility of the department to submit all pertinent documentation and/or forms of new part-time employees to Human Resources in order to enter the new hire's information into CUNYfirst. Only after the employee has received an employee ID (EMPLID) and has been designated an active CCNY worker role by Human Resources, the department can submit a request for an Active Directory and email account to the Office of Information Technology.

#### *Non-Tax-Levy Employee who qualify as POI*

Research Foundation, auxiliary employees, and CCNY affiliated individuals (Visiting Scholar, Post-Doctoral Fellow, Exchange Visitor) must work with their respective department to fill out and submit a PAF-7 and a copy of a government issued ID, for a Person of Interest (POI) entry into CUNYfirst, to Human Resources.

#### *Non-Tax-Levy Employee who does not qualify as POI*

Users outside the categories of tax levy, Research Foundation, or auxiliary, will need to fill out the "New User AD/Email Application" form and must be approved and signed by the supervisor and head of the department.

Applicants who do not have a Social Security Number (SSN) or Taxpayer Identification Number (TIN) will need to fill out the "New User AD/Email Application" form, which must be approved and signed by the supervisor and head of the department. Additionally, OIT will get the Provost's approval for forms submitted on behalf of Visiting Scholars, Post-Doctoral Fellows, and Exchange Visitors.

#### *Employee Changes/Transfer/Terminations*

Additionally, it is the department's responsibility to notify HR and OIT when an employee is transferred to another department or is terminated from CCNY employment.

### 4.2 Human Resources

It is the responsibility of Human Resources to enter new tax levy hire employees into the CUNYfirst system. Human Resources will also enter the POI information into CUNYfirst to generate an Employee ID for Research Foundation, auxiliary employees and/or CCNY-affiliated individuals who qualify as a Person of Interest (POI).

Human Resources will update the CUNYfirst business email field upon notification from OIT.

### 4.3 Information Technology

It is the responsibility of the Office of Information Technology to provision the Microsoft Active Directory and/or Exchange (e-mail) account in the CCNY domain and notify the new hire's manager and Human Resources once the account has been created.

## 5.0 Procedure

5.1 The following procedure applies to the following categories: New Full-Time and Part-Time Tax Levy Employee and Non-Tax-Levy Employee who qualify as POI. Example: Research Foundation, Auxiliary

### *Day 1-2*

1. The new full-time employee or department must submit all new hire information as outlined in section 3.0 to Human Resources. **Note:** Incomplete documentation may delay subsequent steps of this process.
2. Human Resources enters the new employee into CUNYfirst. See HR requirements to enter new employees in CUNYfirst.

### *Day 2-3*

3. Computing Information Systems (CIS) at CUNY Central Office provides an extract file of all CCNY employees (856 CUNYfirst file).
4. The Office of Information Technology creates the Active Directory account and Exchange (e-mail) account for those employees without email address with the following attributes:
  - a. First Name
  - b. Last Name
  - c. Middle Initial
  - d. Username Format: First Name initial + Last Name (up to 17 characters)
    - i. Duplicates: Append numeric value
  - e. Title = CUNYfirst Contract Title initially. E-Directory could be updated with Functional title
  - f. Department
  - g. Manager
  - h. Company = The City College of New York

### *Day 3-4*

5. New employee's hiring manager and Human Resources coordinator are notified by email of newly created account and email address.
6. Human Resources updates new employee business email record in CUNYfirst

### *Day 5*

7. The new user can use the [Password Reset](http://reset.ccny.cuny.edu) tool – <http://reset.ccny.cuny.edu> to change his or her password or unlock his or her account.

5.2 The following procedure applies to Non-Tax-Levy Employee who does not qualify as POI. Example: Visiting Scholars, Post-Doctoral Fellows, and Exchange Visitors.

Users outside the categories of tax levy, Research Foundation, auxiliary employees, and CCNY affiliated individuals (Visiting Scholar, Post-Doctoral Fellow, Exchange Visitor), will need to fill out the “New User AD/Email Application” form and must be approved and signed by the supervisor and head of the department. The filled form needs to be submitted to OIT Service Desk and will be reviewed and granted by the Office of Information Technology on a case by case basis. Please note individuals eligible to obtain an EmplID as Person of Interest must follow the procedures outlined in section 5.1.

The “New User AD/Email Application” form may take from one to three business days for approval or denial. Approved forms may take from one to two business days for processing.

## 6.0 Definitions of Key Terms

*Microsoft Active Directory (AD): A database that keeps track of all the user accounts and passwords in your organization. It allows you to store your user accounts and passwords in one protected location, improving your organization's security by requiring those credentials to allow a user to authenticate before granting access to systems subscribing to AD.*

*856 file from CUNYfirst: Employee information provided by Central Office.*

CUNYfirst: It is the new system that replaced e-Sims and manage students' education and records, faculty and staff employment and benefits information and all college business operations.

## 7.0 Reference and Related Documents

CUNY Information Technology Security Procedures - [HTML](#) | [PDF](#)

(<http://www2.cuny.edu/wp-content/uploads/sites/4/page-assets/about/administration/offices/cis/information-security/security-policies-procedures/IT-Security-Procedures-6-25-2014.pdf>)

Password Reset - [Reset Form](#)

(<http://reset.cuny.cuny.edu>)

New User AD/Email Application Form - TBA

Human Resources - CUNYfirst Person of Interest (POI) - Instructions - [POI Instructions](#)

(<https://www.cuny.cuny.edu/hr/cunyfirst-person-of-interest-poi-instructions>)