



Purpose

The purpose of this policy is to define the College's rights and responsibility to protect information transferred and affiliated with local computer use and data contained within the College's information technology system and resources as well as the requirements for providing and revoking access to access to a current or former employee's account by another user.

Scope and Applicability

This policy applies to all individuals who are provided access to another user's account and/or data.

Definitions

Account Owner - the person to whom the account is listed by name

Administrative account - accounts with elevated privileges used to gain access to controlled restricted and/or confidential data

Email account – local communication account assigned to students, staff and faculty contained within the college email system

General User account – accounts granted to user for access to college applications such as connected computers, Banner and email

Non-Owner – anyone that is requesting information from accounts other than their own

Policy and User Responsibilities

Pellissippi State respects the right to privacy when using college computer systems and related equipment within the context of local, state, and federal laws and regulations. To facilitate this right, the president of the College must approve any request for access to a current or former employee's account. Account descriptions and definitions are in [Policy 08:13:02 Computer Account](#).

Any information requested and subsequently released should be considered confidential, and disclosure of this information to unauthorized individuals could result in legal liability. Additionally, if information is discovered through this process that might violate TBR Policy and Guidelines, state law, federal law, etc., the director of Internal Audit must be notified and an investigation may result. Failure to provide information concerning violations of state or federal law could result in an individual being charged as an accessory after the fact to the violation of the law.

User Responsibilities

To gain information about or access to or to inquire within any other owner's account, the inquiring non-owner must complete the appropriate form requesting the account manipulation and provide acceptable justification for account manipulation and information access. The form must be signed by the requesting non-owner and approved by the appropriate supervisor(s) and the president of the College.

Reasons for inquiries in archived file(s) include, but are not limited to:

- suspicion of criminal activity,
- suspicion of violation of TBR Policy and Guidelines,
- employee death or dismissal.

If the request for access is approved, the President will in turn transmit the form to the appropriate Information Services staff. Upon approval, the owner, if an active employee, has the right to be notified by the College of the inquiry activity and the reason for which it was requested. Exceptions to this notification might exist in the case of potential obstruction of any investigation. The president of the College or the TBR Office of General Counsel must approve all exceptions to the right of notification. Network and Technical Services, upon gaining the required approvals and making appropriate notifications, will take any necessary steps to provide the requested information and will maintain a file of all requests granted.

Requests made by individuals not affiliated with the College must also adhere to [Policy 06:27:00 Inspection And Copying Of Public Records](#). Additionally, when a request is made, a reasonable charge for providing the information may be assessed to the requesting non-owner.

Approved: President Allen G. Edwards, February 10, 2003

Approved: President's Staff, June 6, 2005

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Approved: President Allen G. Edwards, April 16, 2007

Reviewed/Recommended, no changes, President's Council, November 25, 2013

Approved: President L. Anthony Wise, Jr., November 25, 2013

Reviewed/Recommended: President's Council, September 9, 2019

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