23935 Madison St, Torrance, CA 90505 / (323) 319-1900

IT Termination Policy and Procedures

Policy	This policy is in place for the IT Department to manage the terminated user's access to the IT system and the company premise as well as retrieve all issued IT systems and devices immediately or within an approved time frame.

Dependencies For a smooth process for IT to revoke access from the user, there are considerations for each terminated user, such as:

Question	Dependency
Is an e-mail address assigned?	HR or Department Manager needs to give IT instructions to whom the e-mails sent to that e-mail address will be forwarded.
Is a direct line assigned?	HR or Department Manager needs to give IT instructions to whom calls to that number will be forwarded.
Is a personal directory / Google Drive assigned?	HR or Department Manager needs to give IT instructions to whom access will be granted to the personal directory / Google Drive.
Is a laptop, tablet, mobile device, and/or WiFi hotspot device issued?	HR or Department Manager must retrieve the laptop or tablet. Department Manager must ship the collected IT equipment back to Torrance addressed to the IT Department. Attach a tag to indicate who was previously assigned the equipment and include any passcodes to access the laptop and mobile device.
Is a personal iCloud account used to access the Apple's services?	HR or Department Manager needs to contact IT department to transfer the app services to the Sonsray IT's iCloud account

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IT Termination Policy and Procedures, Continued

Types of Users	There are two types of users:

☐ User not found in the payroll system

☐ User is found in the payroll system.

Steps – User Not Found in Payroll System	When a user is not found in the company's payroll system, this the termination procedure:

1) HR or Department Manager fills out the termination checklist found on the Employee Portal

2) IT does the following:
   a. Sign out the user from his workstation.
   b. Disable terminated user's account from all subscription-based cloud solutions:

☐ Google Workspace	☐ CNH Dealer Portal
☐ TK iService Portal	☐ TKU
☐ Forticlient VPN	☐ iCloud
☐ e-Emphasys Products	☐ crmSeries
☐ Microsoft Products	☐ Verizon Wireless
☐ Adobe Products	☐ IBM MaaS360
☐ KnowBe4	☐ Nextiva
☐ Nitro PDF Pro	☐ TechSmith SnagIt
☐ Dropbox	☐ Others

   c. Sign and date the termination checklist.
   d. File the termination checklist.

IT Termination Policy and Procedures, Continued

Steps – User is Found in the Payroll system

When a user is found in the company's payroll system, this is the IT termination procedure:

NOTE: Steps one to five need to be performed within the first 30 minutes that HR or Hiring Manager communicates the termination to IT.

1) HR or Hiring Manager provides IT Administrator the termination checklist and effective date and time to revoke access from the terminated user.

2) IT personnel does the following immediately and as applicable:
   a. Reset the password of the user in the Google Workspace
   b. Retrieve any laptop, tablet, mobile device and/or hotspot issued from HR or the Hiring Manager
   c. Remove access from all subscription-based cloud solutions
   d. Lock the terminated employee's workstation
   e. Forward the mailbox to assigned supervisor or manager
   f. Forward phone calls to the assigned supervisor or manager

3) IT provides the new password and link to the Google Account to the manager or supervisor as instructed.

4) IT disables the terminated user from the active directory.

5) IT completes the IT Request Form spreadsheet on Google Drive.

Revision History

Date	Developer	Description	Executive Approval, Date
6/21/23	Rachelle McKenzie	New	*Mark Archer* 8/28/2023