

# Retiree Employee Emails

Kick-off Date: 11/01/18—Completion Date: 04/22/19

## Retiree Employee Emails

DEFINE MEASURE ANALYZE IMPROVE CONTROL

### Project Charter

Charter Element	Description
<b>Background &amp; Purpose</b>	Retirees retain email account indefinitely. This poses a security and privacy risk to the university.
<b>Mission Statement</b>	Decrease the information security risk by lowering the amount of nonessential email accounts.
<b>Scope</b>	Decrease the information security risk by lowering the amount of nonessential NetID accounts.  <b>In scope:</b> <ul style="list-style-type: none"> <li>Retired employees</li> <li>NetID access</li> </ul> <b>Out of scope:</b> <ul style="list-style-type: none"> <li>Retirees who return to work at the university part time</li> <li>Students email</li> <li>Terminated employees</li> </ul>
<b>Business Case Summary</b>	<ul style="list-style-type: none"> <li>This poses a security and privacy risk to the university.</li> <li>Support and management issue.</li> </ul>

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### Current Business Process Map

Currently, Retirees retain their uthsc.edu email indefinitely.

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### Pain Points

#### Security Risks

- High risk of data breach could result in financial penalties; such as government fines and lawsuits
- No way to enforce retirees to take the annual security training
- No control over confidential data being handled properly
- Don't know when retirees have passed away so we can close the account
- Forwarding email is not an option (potential HIPAA violation)

*Hackers love to gain access to a university email (.edu) because they bypass spam filters and gives the email an air of validity and trustworthiness.*

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### Voice of the Customer

#### Email Purpose

Of the 153 replies to the survey, most retirees said they used their UTHSC email for personal use or to access daily digest / listservs.

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### Improve Steps

#### Current Retirees

- Disable inactive retiree email accounts.
- Give those with active email accounts 90 days to move emails to another account and add an auto-reply with a forwarding address.
- Colleges/departments can sponsor retirees, but must complete yearly security training

#### Future Retirees

- As with employees who voluntarily separate from the university, retirees will receive a 90-day grace period to transition before account is closed. This offers them the opportunity to put in an auto-reply with a forwarding address.
- Email only offered to retirees still affiliated with UTHSC through NetID Sponsorship.
  - Communication plan to department contacts/business managers about changes and possible increase in requests to sponsor.
- Each year, security training completion will be required before renewing sponsorship.

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### Future Business Process Map

## Project Team

