THE UNIVERSITY OF MEMPHIS®

Administrative Process Improvement Recommendations and Outcomes Terminated Users' Banner Access

The Termination of User's Banner Access team met to review current processes and procedures, data use policies, and make procedural changes to remove banner access for terminated employees. The team performed risk assessment, reviewed the timing and manual process to remove access.

Automation to Remove Banner access:
- Team researched thoroughly and identified the HR Banner field 'Personnel Date' on employees' terminated job record as the field to trigger access removal.
- IT will create a script that will process daily to systematically remove terminated employee's departmental Banner access.
- Appointment forms and eContracts will be updated to add employees 'Service Begin' and 'Service End' dates.
- Service dates will be entered on each employee's job records. These dates will translate to the 'Personnel dates' and will reflect the first day the employee begins their job responsibilities and the last day those responsibilities end. Currently this information is entered based on knowledge HR Records office has and on job type.
- Through analysis of an employee' job records, Banner access can be removed systematically.

Communication Process Updated:
- Created LDAP group that will include all Banner Security officers (Admissions, Advancement, Finance, Foundation, Human Resources and Student) and their designees.
- Chief Information Security Officer will maintain the group.
- Ensures consistency how security officers are notified.
- Confidentiality form must be completed before access will be granted.

Reconvene the Employee Separation/Clearance team:
- Team reviewed a demo of the electronic process that was developed in 2013-2014.
- Implementation of the electronic separation/clearance form will simplify the current two-step process, improve communication to all Banner Security Officers, reduce departmental paper handling and provide ability to create reports.
- Team recommends the electronic process be reviewed and move forward with implementation in conjunction with the termination process go-live in July, and that the electronic process becomes the standard for all job types when terminating employment.

Policy Review:
- UM1832 – Employee Separation/Clearance
  - Policy changes need to be made prior to the electronic process being implemented.
  - Team identified sections that need to be updated in order to implement an electronic process and forward recommendations to Human Resources.
- UM1337 – Data Access

Confidentiality Agreement:

- Banner Security officers will complete the university's 'Acknowledgement of Confidentiality' form.
- Form will be maintained be monitored by the Chief Information Security Officer and placed in the employee's personnel file.

Security Officers' Reports:
- Weekly reports will be reviewed for improvements and simplification.

Future Recommendations:

Review Additional Systems:
- All additional systems, managed by Banner Security officers and others, termination process for removing terminated employees' access.

Review Sponsored Accounts:
- Form a team to evaluate the process for sponsor accounts relating to requesting, maintaining, notifications and termination of accounts.