Disposition of a closed account

Network Services
July 1, 2020

As a general guideline the e-mail address (first.last@nebraska.gov) belongs to the *teammate*; either it expires, or it moves with the teammate to the hiring agency. The existing content of the mailbox belongs to the *agency* the teammate is leaving, and the agency must handle the mailbox content appropriately prior to removing the Active Directory (AD) user account.

If the agency does not have an AD administrator who can perform the tasks outlined below, they can open a Service Request using the Service Portal. This document describes the options to help facilitate the process.

When a teammate is leaving and <u>is not</u> transferring to a different agency…

Handling *existing* mailbox content (two choices):

1. **If the agency is finished with the mailbox content, remove the user's AD object.** Removing the user object from AD causes the existing mailbox to go into a disconnected state and expire from the server in 30 days. Messages sent to the e-mail address will bounce back to the sender.

2. **If the agency is not finished with mailbox contents due to retention policies, manager review, knowledge transfer, etc., they may do either:**
   a) Open a Service Request to export and copy the mailbox into another mailbox. Once complete, the Agency Administrator can remove the user object from AD.
   b) **OR,** the user object can remain in AD as disabled. The user can no longer login to the account. New messages will deliver to the account and billing will continue for the account. The Agency must remove the AD account within six months of the teammate leaving.

Handling *future* e-mails addressed to the mailbox (two choices):

1. **If the agency is finished with the e-mail address associated with the mailbox, and does not need to receive future e-mails, then remove the user's AD object.** Future messages sent to the e-mail address will bounce back to the sender as undeliverable.

2. **If the Agency needs to receive future e-mails at this address, they may do either:**
   a) Disconnect the mailbox. Open a Service Request to add the e-mail address to a different mailbox as a secondary e-mail address. New e-mails will deliver to the active mailbox. The Agency must remove the secondary (disconnected) e-mail address within six months of the teammate leaving the agency.
   b) Leave the mailbox intact, allowing the user object to remain in AD. Billing will continue for the e-mail account, and the agency must remove the account from AD within six months. If another Agency hires a teammate with the same name, the e-mail address should be removed and made available for the hiring Agency.

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When a teammate is <u>transferring</u> to a different agency…

The e-mail account needs to be deleted as soon as possible. The Agency can open a Service Request to retrieve the mailbox, export its content and copy it to another mailbox for review and to apply appropriate agency retention policies.

Handling *existing* mailbox content (two choices):

1. **If the Agency is finished with the mailbox content, remove the user's AD object.** Once removed from AD, the mailbox will go into a disconnected state and future e-mails will begin bouncing back to senders. This allows the hiring Agency to setup the teammate's new mailbox with the same e-mail address. The hiring Agency cannot create the new mailbox until **after** the resigning Agency removes the AD user object; only one object may have the logon name/e-mail address.

2. **If the Agency is not finished with mailbox contents due to retention policies, manager review, knowledge transfer, etc., export the mailbox content to a different user mailbox.** Open a Service Request to have the mailbox copied into another teammate's mailbox. After the mailbox contents transfer, remove the AD user object so that the hiring Agency can set up a new one.

Handling **future** e-mails addressed to the mailbox:

The Agency may not opt to continue receiving e-mails sent to the user's address because this address will move to the hiring agency with the teammate. The recommended practice for the Agency is to set up a new agencyacronym.function@nebraska.gov e-mail address, either as an alias on an existing mailbox or as the primary address on a shared mailbox.

For further information, please contact:
The Office of the CIO Service Desk

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