# Procedural Standard 13-1

**August 13, 2015**

TO: DES Group Leaders

FR: Frank Joyce R.N., Acting Senior Director, Disability Evaluation Services (DES)

BY: Sherry Campanelli, Program Compliance Manager and Joanna Phillips, Administrative Coordinator (DES)

**RE: Processing Terminations and Transfers of DES, DES New Hampshire, and DES Ohio staff and Other DES Programs**

**Policy: Disability Evaluation Services (DES) ensures that access to its facilities and systems are terminated immediately upon the transfer or termination of an employee.**

**Procedure:** The purpose of this memorandum is to provide formal guidance to DES Group Leaders regarding the processing of terminations and transfers of DES staff members and terminations of contractors. The DES Data Security Administrator (DSA) or the DSA back-up has overall responsibility for provisioning and de-provisioning of access to DES systems. The DSA is the Sr. Project Manager (DES) and the back-up DSA is the Project Coordinator (DES). The Administrative Coordinator (DES) or designee has the primary responsibility to notify relevant parties to request the removal of access to specific functions and will proceed as follows:[[1]](#footnote-1)

**Termination process for staff (including contract and temporary staff) leaving UMass:**

1. **Email termination Form to HR Data Group**

* [HR-DataGroup@umassmed.edu](mailto:HR-DataGroup@umassmed.edu)

1. **Send email notification to Helpdesk, IS Applications Database Developer, Public Safety, Telecom (Windstream), DES Sr Project Manager, DES Project Coordinator DES Operations Manager, Ohio –Administrative Manager, DES New Hampshire Manager, DES Director of Clinical Affairs and EOHHS Security Operations to deactivate (or notify responsible persons to deactivate) access as follows:**

* **Network account**
* **DEScovery database**
* **DES shared drive(s)**
* **UMASS Building Access/Parking**
* **Windstream phone system**
* **DocQroute**
* **Quickbase**
* **Sohema**
* **MMIS/MA 21** [eohhs.secops@state.ma.us](mailto:eohhs.secops@state.ma.us)
* **New Hampshire Program Supervisor and New Hampshire MMIS Manager**
* **SSPProgram Manager**
* **DSA (DSA backup) for all JIRA**
* **CDRH/UMP Program Manager**
* **Ohio Contract Manager for Equil**

Emails should specify who is responsible to act on each function, as appropriate.

**Transfer process for staff (including contract and temporary staff) leaving DES for other UMass units:**

* **Send email notification to Helpdesk, CWM Director of Finance, IS Applications Database Developer, Public Safety, Telecom, DES Sr. Project Manager, DES Project Coordinator, DES Operations Manager, Ohio –Administrative Manager, DES New Hampshire Manager, DES Director of Clinical Affairs and EOHHS Security Operations to deactivate (or notify responsible persons to deactivate) access as follows DEScovery database**
* **DES shared drive(s)**
* **Windstream phone system**
* **DocQroute**
* **Quickbase**
* **Sohema**
* **MMIS/MA 21** [**eohhs.secops@state.ma.us**](mailto:eohhs.secops@state.ma.us)
* **Financial system** [financesystemsupport@umassmed.edu](mailto:financesystemsupport@umassmed.edu)
* **New Hampshire Program Supervisor and New Hampshire MMIS Manager**
* **SSP Program Manager**
* **DSA (DSA backup) all JIRA**
* **CDRH/UMP Program Manager**
* **Ohio Contract Manager for Equil**

Emails should specify who is responsible to act on each function.

**Transfer process for staff (including contract and temporary staff) leaving one DES unit for other DES units:**

Although individual employees may work on more than one customer account and therefore have need to know/ maintain access to relevant systems, DES managers must be vigilant in recognizing when internal reassignments necessitate termination of systems access (even though the individual remains a DES employee.) For example, if a staff person is reassigned from DES Ohio to work solely on DES New Hampshire and Ohio coverage is not anticipated, access to all Ohio systems for that employee should be terminated. The employee’s manager is responsible for notifying the DSA or back-up DSA when a change of access permissions is warranted.

**The Administrative Coordinator or designee is responsible for tracking termination and transfer actions as follows:**

**Tracking:**

* Maintain a spreadsheet listing employee name, date of termination notice to all parties as outlined and date of parties’ response.
* File a print out of emails notifications sent and replies received in the employee’s file

**Yearly Employee Access Review:**

* DES employee access review will take place twice a year when the clocks change (Daylight savings) to assure compliance with this policy. Access review will consist of the Administrative Coordinator obtaining printouts of DES staff listed as having access to DES’ various drives, and facilities, and confirming all terminated or transferred employees are listed as having had their access terminated.

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**Summary:** The Administrative Coordinator (DES) will notify the appropriate responsible parties when an employee is terminated from UMass/DES or transfers within UMass from DES. Twice a year when the clocks change (Daylight savings), reviews of employee access as noted above will be conducted.

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| **Employee Termination Form** | | | | | | | | |
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|  |  | |  |  |  |  |  |  |
|  | Employee Name: | |  | | | |  |  |
|  | Employee ID: | |  | | | |  |  |
|  | Employee Record Number: | |  | | | |  |  |
|  | Effective Date: | |  | | | |  |  |
|  | Last Day Worked: | |  | | | |  |  |
|  | Action/Reason: | |  | | | |  |  |
|  |  | |  |  |  |  |  |  |
|  | PA Contact Name | |  | | | PA Contact Phone # |  |  |
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|  | **Please e-mail this form to:** | | [HR-DataGroup@umassmed.edu](mailto:HR-DataGroup@umassmed.edu) | | | and your HR Consultant who can assist if needed. |  |  |
|  | **If you would like HR to conduct an exit interview with employee, add to the comments section below:** | |  |  |  |  |  |  |
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|  | **Comments:** | |  |  |  |  |  |  |
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|  | Name | Date of Termination  /Transfer | Date emailed to IS - Helpdesk, HR Data, UMMS IT, Public Safety, Windstream, DES DSA/DSA Backup,  EOHHS, Finance | IS - Helpdesk | HR Data Group  Finance Security | UMMS IT (Lisa Merchant) | Public Safety | DES Manager, Operations (Becky Riley) Windstream/  DocQRoute | DES DSA/DSA Backup for Quickbase/  Sohema/JIRA; PMs for SSP, Ohio, NH, CDRH | EOHHS Security MMIS/  MA21 | Comments | |
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1. Upon contract termination of CE providers, the Medical Director will notify the Operations Manager to discontinue access to the DocQRoute system. [↑](#footnote-ref-1)