



Information Services Division STANDARD OPERATING PROCEDURES (SOP)

6.9 SECURITY: USER RESPONSIBILITIES

6.9.3 Employee Separation

- A. **PURPOSE:** The City of Bothell has the responsibility to ensure that access to any and all information technologies are revoked immediately upon employee separation in efforts to protect the integrity of the City's data .
- B. **REFERENCES:** Information Security Administrative Order 2.4.1.
- C. **NOTIFICATION:**
- 1) Supervisor or Human Resources Staff facilitating an employee separation is required to notify Information Services of said separations as outlined below.
- D. **PLANNED SEPARATION:**
- 1) The Information Services Division must be notified of planned employee separation prior to effective date via an email to helpdesk@ci.bothell.wa.us. In order to ensure Information Services can disable any and all information technology access effectively, notification is required no less than 1 business day prior to separation.
- E. **UNPLANNED SEPARATION:**
- 1) In the event of unplanned separation, Information Services must be notified of separation immediately upon separation.
- F. **EXTENDED LEAVE OF ABSENCE:**
- 1) Supervisor is required to notify Information Services of any extended leave of absence lasting more than 30 days or administrative leave so that all appropriate accounts can be temporarily locked until employee returns.
- G. **APPROPRIATE METHODS OF REPORTING EMPLOYEE SEPARATION:**
- 1) Staff may use one or both of the below methods to notify Information Services depending on the need for confidentiality.
 - a. **Email.** For scheduled separations only, notification can be made via email to helpdesk@ci.bothell.wa.us to be immediately available to all IS staff.
 - b. **Phone.** For unscheduled separations, staff may contact an Information Services System Administrator or I.S. Manager via phone. When contacting via phone, leaving a voicemail is NOT considered notification. If choosing to notify Information Services via telephone, it must be ensured that the appropriate Information Services staff person is informed directly. A helpdesk must be submitted along with verbal notification for record keeping purposes.
- H. **ADMINISTRATION:**
- 1) Changes made to user access accounts can be made by authorized Information Services staff only.