User Access Policy

Date of issue:	February 2020	**Next review date:**	February 2021
Version:	1	**Last review date:**	
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Approval Route			
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Shereen Fisher, CEO		**March 2020**	
Links or overlaps with other strategies/policies:			
IG Policy New Start and Leaver processes			

1. Introduction

1.1 This policy covers the following aspects of governing IT user accounts:

- Creating accounts
- Applying enhanced privileges
- Changes to users permissions and
- Deletion of accounts.

The purpose of this policy is to outline the process and responsibilities around requesting access to BfN equipment or systems and for managing changes in relation to access rights. This is required in order to minimise security risks to our systems and data.

2. Scope

2.1 This policy applies to all IT equipment and information systems managed by, or on behalf of, the Breastfeeding Network, including (but not limited to) those listed in Annex 1.

2.2 This policy applies to all user accounts (including staff and volunteers) used to log on to, or interface with such systems.

2.3 This policy applies to all BfN staff responsible for the management of user accounts and the privileges associated to them.

2.4 All BfN staff members that have line management responsibilities are requested to comply with paragraphs 4.4 and 4.5 below.

3. Access Control

3.1 Manual creation, deletion and changes of user accounts and privileges must be carried out by authorised staff or by our IT provider as detailed in Annex 1.

3.2 Automated creation of user accounts will be driven by authorised feeder systems such as the HR recruitment process.

3.3 The person enacting any change in a user account must be different from the one authorising/requesting the change.

3.4 Logs will be kept of all account creation/deletion/changes.

3.5 Account details will only be shared with the user.

4. Managing Privileges

4.1 A user account should have the least privilege that is sufficient for the user to perform their role within BfN and must be granted. Access to information and information systems and services must be driven by the charity's needs.

4.2. Changes in the privilege of an account must be authorised by the user's line manager and the person responsible for the information system to which the account affects.

4.3. Users' privilege rights will be periodically reviewed.

4.4. Line managers are responsible for ensuring that users' access rights are adjusted appropriately, and in a timely manner, whenever there is a change in organisational need, a user changes their role, or a user leaves BfN. This can be achieved by contacting centralsupport@breastfeedingnetwork.org.uk.

4.5. Generally, user accounts should be disabled immediately once the user leaves BfN. However, there are some staff that are permitted to have access to their emails and folders if they are continuing as a volunteer. As such, the user's line manager will inform Central Support and confirm the level of access required. Note that the user's data will not be deleted until after the period defined in the Records Retention schedule (see IG Policy).

4.6. Users should be informed of their responsibility to inform Central Support of any change in their role which might affect their privileges. Central Support should be informed as part of the starters/leavers process.

5. Managing Administrator Privileges

5.1 All BfN laptops will be set up with a separate administrator account. Only our IT company and Central Support can access the administrator account. Any support or changes required should be requested via Central Support.

Annex 1

The scope of this policy applies, but is not limited to, the following systems:

System	System Owner	Persons authorised to amend access rights
Office 365	Central Support Manager	Central Support Manager/Central Support Administrator/Upstream IT
Wordpress	Central Support Manager	Central Support Manager/Central Support Administrator/Raidhost
Eventbrite (central and local accounts)	Central Support Manager/Programme Manager/Project Lead	Central Support Manager/PA Programme Manager/Project Lead
Moodle	Training Development Manager	Training Development Manager/NBH Manager/Central Support Manager/Central Support Administrator
Survey Monkey (central and local accounts)	Central Support Manager/Programme Manager/Project Lead	Central Support Manager/Central Support Administrator/Programme Manager/Project Lead
Just Giving	Central Support Manager	Central Support Manager/Central Support Administrator
Donr	NBH Manager	NBH Manager
Sage Accounts	Finance Consultant	Finance Consultant/Finance Officer/ /Central Support Manager
Sage Payroll	HR Advisor	HR Advisor/ /Finance Officer/ Central Support Manager
Call Handling	NBH Manager	NBH Manager
Datacard	Central Support Manager	Central Support Manager/Central Support Administrator
QuartzWeb	Lead Internal Quality and Moderation Officer	Lead IQ and IM Officer/Central Support Manager/Central Support Administrator
Online banking	Central Support Manager	Central Support Manager
Mailchimp (central account)	Press and Media Officer	Press and Media Officer/Central Support Manager
BfN laptops	Central Support Manager	Central Support Manager/Central Support Administrator/Upstream IT