University of Guam System User Management Policy

Purpose:

This policy sets standards for administering computing accounts that grant access to the University of Guam's ERP Colleague System. It establishes guidelines for issuing, managing, and monitoring accounts to ensure the university's data security.

Scope:
All University of Guam employees (e.g., faculty, staff, student employees) and authorized users accessing the University's data resources.

Policy Statement:

This policy ensures the proper recording and maintenance of the **UOG Data Security Request Form**, which serves as documentation for requesting the creation, modification, or disabling of system accounts.

The following precautions serve as a guide for account management and provisioning.

- Unused accounts must be locked or disabled.
- User affiliation must be verified before account creation.
- Accounts are strictly for individual use—no sharing allowed.
- Access privileges must be limited to necessary functions as per users' daily tasks and duties.
- Account setup/modifications require a completed and signed **UOG Data Security Request Form**
- OIT must issue unique accounts and promptly deactivate them when no longer needed.
- User identity must be verified before account and password issuance.
- Passwords for new accounts should not be emailed unless encrypted.
- Department Heads must review accounts bi-annually to ensure appropriate access and privileges.
- Privileged account managers must sign a Confidentiality Agreement, stored with HR.
- Guest accounts must have an expiration date (max one year or upon work completion) and require sponsorship from an authorized administrator.

A completed and signed **UOG Data Security Request Form** is required to create, modify and disable a system account.

UOG Data Security Request Form Instructions

1. Complete the **UOG Data Security Request Form**
2. Obtain approval from your Department Head (e.g., Deans, Directors).
3. Obtain approval from the Data Approver/Overseer.
    - **For ST- Academic Student Records** – Associate Dean and Registrar, Arline E. Leon Guerrero, M.Ed.
    - **For Financial Aid** – Director of Financial Aid, Mark A. Duarte, MPA
    - **For CF – Finance / Payroll/ Bursar** – Business Office Comptroller, Abigail Martin or Associate Comptroller/Bursar, Elsa Flores
    - **For HR- Human Resource** - Chief Human Resources Officer, Joseph Gumataotao
    - **For Nuventive** - Vice Provost for Institutional Effectiveness, Marlena Pangelinan
4. Ensure all approvals are finalized.
5. Submit the completed form to the Office of Information Technology via the helpdesk (helpdesk.uog.edu) to process account requests.

Consequences:

Faculty, staff, and student employees violating this policy may face disciplinary action under the applicable administrative process. Violators may lose access to specified IT services.