

Inactive Account Management

Department of Health Standard

QH-IMP-484-11: 2021

1. Statement

This Standard provides direction for the timely deactivation of inactive user accounts on Queensland Health's network.

This Standard is not intended to address movement of staff between areas or roles within Queensland Health.

This standard supports the Department of Health's Use of ICT services and devices Policy.

2. Scope

This Standard applies to all employees, agency staff, contractors and consultants within the Department of Health.

This Standard may be adopted by Hospital and Health Services (HHS) and re-branded as a local HHS standard or used as a base for a local HHS standard.

HR/Payroll accounts are out of scope of this standard.

3. Overview

The Use of ICT services and devices policy suite outlines the requirement for supervisors to appropriately manage the movement (including cessation) of employees, including temporary staff and contractors, consultants, and other organisations using Queensland Health systems, to ensure only appropriate personnel have access to Queensland Health content and systems. This standard outlines the specific requirements for managing inactive accounts on the Queensland Health network.

4. Requirements

- 4.1. Supervisors must ensure any extensions (e.g. for temporary or contracted staff) are updated in payroll system at least three (3) working days prior to the planned cessation date. If this timeframe is not met, supervisors must contact the payroll as soon as possible to ensure the necessary action is taken.
- 4.2. Queensland Health user accounts that have been inactive for a period of 90 days or more, shall be automatically disabled.
- 4.3. To ensure accounts for employee on extended periods of absence continue to remain active, Queensland Health shall instigate an automated response request to the employee and to their manager or supervisor, for confirmation the employee will be returning to Queensland Health. The response request shall go to the contact details identified in the relevant human resource/payroll system. All staff and their supervisors are to ensure the contact details in their personnel file

remains current. If a response is not received within three working days, the account will be disabled.

- 4.4. Accounts that have been disabled and require reactivation will need to go through the appropriate access channels.
- 4.5. Application Custodians have accountability for the respective Application including management and maintenance. Application Custodians must ensure a standardised process is in place to manage user application access.
- 4.6. Application Managers shall ensure the applications they manage are either integrated with Queensland Health's state-wide directories or are listed in QHIK. For applications not integrated with Queensland Health's state-wide directories the Application Manager shall immediately take the necessary steps to ensure any users on the disabled account list have their accounts disabled.
- 4.7. For systems that are not integrated with Queensland Health's state-wide directories, eHealth Queensland shall provide a daily disabled account list report to known Applications Managers, as listed in the Queensland Health Information Knowledgebase (QHIK).

5. Legislation

- *Crime and Corruption Act 2001*
- *Criminal Code Act 1899*
- *Cybercrime Act 2001 (Cth)*
- *Financial Accountability Act 2009*
- *Financial and Performance Management Standard 2019*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Privacy Act 1988 (Cth)*
- *Public Records Act 2002*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Right to Information Act 2009*

6. Supporting documents

- Queensland Health:
 - Use of ICT services and devices Policy
 - Access control standard
 - Audit and recordkeeping standard
 - Collaboration platforms standard
 - External access standard
 - Information access, use and disclosure standard
 - Monitoring and reporting standard
 - Training, awareness and disciplinary procedure standard
 - Use of email standard

- Use of ICT services and devices standard
- Information Security Policy
- Data and application custodianship Policy
 - Data and application custodianship Standard
- Data Management Policy
- Discipline HR Policy E10
- Financial Management Practice Manual
- Health Service Directive – Enterprise Architecture
- Requirements for Reporting Official Misconduct HR Policy E9
- Separation of Employment H1
- Code of Conduct for the Queensland Public Service

7. Definitions

Term	Definition
Application	A software system deployed by the agency which has part of an agency's business process embedded with it.
Application Custodian	A position designated with accountability for the development, management, care and maintenance of an application
Application Manager	A position designated with responsibility for the day-to-day management of an Application, including the planning, development, installation, configuration, maintenance and support of the Application.

Version Control

Version	Date	Comments
1.0	7/11/2018	New Standard. Approved by the Architecture and Standards Committee
1.1	02/08/2019	Review – Hr/Payroll accounts excluded from to statement, and rewording to 4.6 and 4.7 to clarify requirements. Legislation reviewed for applicability Approved: Chief Information Security Officer
1.2	09/03/2021	Transferred to new template and repositioned under the new Use of ICT services and devices Policy.