Procedure – Manager Access to Staff Accounts

There are certain situations where a manager may need access to a staff account. This procedure sets out when and how such requests will be managed.

General Principles

Managers will be given access to staff accounts in the following situations:

- When the staff member has left and the manager was not able to get handover.

- When a staff member is on long term leave and information required is only in their accounts.

- Where the staff member agrees to give their manager access willingly.

Managers should treat access with due respect for the confidentiality of any material seen in the account

Access procedure

1. A manager requiring access should fill out the form below.

2. The form must be signed off by the School Secretary or Director of HR before access can be granted.

3. The Head of Platform Services will be contacted for access. They can refuse access until a copy of the signed form is received.

4. Once the form is received, the Head of Platform Services or their delegate will provide the necessary access.

5. The Head of Platform Services will remove access six months after this has been granted unless the School Secretary or Director of HR agrees to an extension.

Annex A: Account Access request form

Request for manager access to a staff account

STRICTLY PRIVATE & CONFIDENTIAL

PART A: DETAILS OF PERSON REQUESTING ACCESS

Name:	
Job title:	
Department:	
Contact details	
E-mail address:	
Telephone extension:	
Mobile/Other contact number:	
Which is the best way to contact you about this request should this be necessary?	
Relationship with user for which access is sought (if any)?	

PART B: DETAILS OF PERSON FOR WHICH ACCESS IS SOUGHT

Name:	
Job title (if appropriate):	
Department:	
IT Username (where known):	
E-mail address:	
Telephone extension:	

PART C: USER CONSENT

Access is usually granted where a user has given consent. Has permission been sought from the user? (Please tick as appropriate)					
YES		**Was their permission granted?**	**YES**		Please include a copy of their written permission with this form.
			NO		Please explain their reasons for not granting permission and indicate your justification for continuing to seek permission in your statement in PART D below.
NO		Please explain why not and indicate your justification for continuing to seek permission in your statement in PART D below.			

PART D: JUSTIFICATION FOR ACCESS REQUEST

For what purpose is your request required? (Please tick all that apply)		✓
Access to while the person is on extended leave/absent from the School (on sick leave, holiday, unpaid leave etc.)		
User has been suspended pending an investigation (consider whether the user should continue to have access to IT facilities at all)		
Continuation of essential business processes (e.g. processing applicant's e-mail, organising a conference/event, replying to course queries)		
Responding to a Freedom of Information Access Request/Data Protection Subject Access Request		
Seeking evidence of misuse or part of another investigation? (you must seek specialist advice from HR or DTS)		
The user has left the LSE and arrangements for another member of staff to have access to the information were not able to be made prior to the person leaving the School.		
You wish to place an "out of office" notification on their e-mail account		
You wish to access a user's voicemail and/or change their voicemail message		

Please explain *briefly* why access to an individual's email / personal file storage space / voicemail is required. You should, where possible, specify specific folders and/or types of email, senders, recipients, etc. You should also indicate a period over which you require access. For existing e-mail, you should also include the period of time you are interested in reviewing. Please specify whether you require full access to the "account" or simply copies of any information (data) held. Your justification must be based on business / operational requirements and should clearly indicate the impact / risk to the School should access *not* be granted. Where appropriate, you should also explain why the individual's permission was not sought or why this was not granted. Your attention is drawn to your responsibilities in the declaration in PART E of this document.

PART E: WHO NEEDS ACCESS TO THIS DATA?

Name	Role	Department	Username (where known)	Period for which access is sought	Relationship to user (if applicable)
e.g. Bloggs, A	Departmental Administrator	Qwerty	BLOGGSA	For 4 weeks	Line Manager

PART F: DECLARATION

I declare that I am submitting a request for access to another user's account based on the business/operational justification stated in PART D.

I understand that anyone who is granted access to another user's data may only view/listen to material that it is considered necessary to see for the operational/business reasons for which access was granted. They are required to treat all material as confidential and must not act upon it or disclose it to any other person except those directly associated with the business/operational; requirement for which access was granted.

I undertake to preserve the confidentiality of any private or personal data that may be viewed/listened to inadvertently whilst undertaking the normal business/operational activities required.

I understand that failure to do so may mean a breach of the Conditions of Use of IT Facilities at the LSE (a copy of which can be obtained from DTS or at conOfUseOfITFacAtLSE.pdf**) and/or may constitute a breach/offense under General Data Protection Regulation (GDPR), the Data Protection Act 2018, the Human Rights Act 2000, and the Regulation of Investigatory Powers Act 2000.**

Signed: Date:

Print Name: Signed:
Date:

PART G: AUTHORISATION

	(please tick)
I have read the justification for access to another user's account. I am satisfied that it is in the business/operational interests of the School to grant access and I authorise DTS to provide access to the user account detailed in PART B above to the person(s) detailed in PART E for the duration stated.	
OR:	
The application is declined because:	

I am *if the person in questions has left within 'one month' the Director of the department / Head of Department can authorize the request. If longer than one month then it needs to be 'School Secretary' or 'COO'.*	
Director of the department / Head of the department	
School Secretary	
Chief Operating Officer	

This form should be submitted to DTS Service Desk who will arrange for the necessary action to be taken.

Review schedule

Review interval	Next review due by	Next review start
3 years	October 2024	September 2024

Version history

Version	Date	Approved by	Notes
1	Jan 2017	Secretary's Division	
2	27/9/2021	IGMB	
3	06/09/2024	IGMB	Major change to focus on account access, searches now being covered by other guidance.

Contacts

Position	Name	Email	Notes
Records Manager	Rachael Maguire	r.e.maguire@lse.ac.uk	

Communications and Training

Will this document be publicised through Internal Communications?	**Yes/ No**
Will training needs arise from this policy	**Yes/ No**
If Yes, please give details	