



# Inactive Mosaic User Accounts Policy



## **Inactive Mosaic User Accounts**

When a user of Mosaic is absent from work for a long period, due to sickness, career break or maternity leave, Mosaic access is not needed and, therefore, the user account is ended until such time as they return to work.

### **Process**

Practice Systems Team (PST) run a report monthly to identify Mosaic users that have been inactive for the previous 90 days. Contact is made with the manager, or with the worker if still active online, to establish whether Mosaic access will be needed in the near future.

Inactive users normally fall into the following categories:

- a) User has left WSCC.
- b) User has new role in WSCC that doesn't require Mosaic access.
- c) User is temporarily absent from work, due to illness, career break, or maternity leave.

If a) or b) the user account is ended.

If c) and the worker is due to return in the next 12 weeks, the account is left open on the basis that, otherwise, there would be only a short period between closing and requesting it be re-opened. If the return date is later, or there is no return date, the user account is ended. Keeping in Touch (KiT) days are not a reason to keep an account open.

When a user's Mosaic account is ended, it is checked for any work still assigned. If any exists, the manager is contacted, and the work reassigned. Ending the user account also ensures that no new work can be assigned to the worker in error.

When a worker returns from absence after their account has been closed, a New Mosaic User request must be submitted. If the period of absence is less than 12 months, the worker must complete the "Protecting Information" eLearning module and sign the Mosaic Security Policy and Declaration form. If the period of absence is more than 12 months, the worker must complete the same eLearning and form, and must agree with their manager whether they need to undertake any Mosaic eLearning modules that are relevant to the system role to refresh their learning.

### **Related Policy**

The WSCC Acceptable Use Policy states:

- "Inactive Windows or Email user accounts will be disabled after 45 days and deleted after 90 days, unless a manager requests that the account remains open."

<b>Review / Contacts / References</b>	
Document title:	Inactive Mosaic User Accounts Procedure
Date approved:	xx.xx.xxxx
Approving body:	P&P Steering Group
Last review date:	01/12/2022
Revision history:	
Next review date:	31.03.2024
Document owner:	Marie Foley -
Lead contact / author:	John Riseborough