Your Employee is Leaving the University – IT Advice for Managers

University employees are entitled to have an IT account and an email address for the duration of their period of your employment up to and including the last contracted day, after which the account will be closed.

If you manage an employee who will be leaving the University, you need to ensure that appropriate arrangements are in place for any communications which the employee has been sending and receiving, to ensure continuity of service in your business area.

Stored Email

Ensure that any existing email messages stored in a personal mailbox will be moved to an area where you and other colleagues can access them. Such messages and attachments may include important information such as client and customer contact details, evidence of decisions taken or proposed which could be important to you and any incoming staff and which could lead to delays in service delivery if they are inaccessible.

Discuss with your employee which communications need to be moved and where you would like them moved to. Remind them that they must not retain any business email containing information which is not ordinarily available to the public.

Stored Files on personal networked drive or Box

Also ensure that any files stored on an M:/drive will be moved to an area where you and other colleagues can access them. Remind them that they must not retain any business files containing information which is not ordinarily available to the public.

Any departmental work shared via Box should be stored within the appropriate departmental storage area, rather than within an employee's personal myBox area. This means that when an employee leaves, their work remains accessible by those in the team and any who have been given shared access to files and folders.

Role-based Email

If they are not already in use in your area, the most practical approach is to create role-based mailboxes, such as already exist for many University teams and services, so that several owners of the mailbox can be created. This avoids communication difficulties for customers and stakeholders when individuals leave or are unexpectedly absent.
 To request a role mailbox go to https://www.essex.ac.uk/it/email/manage/role-account.aspx

Communicating with customers and partners

Discuss with your employee any communications that need to be sent in advance of their departure to customers and key business partners, internal and external, advising of future contact details and any interim arrangements, if appropriate.

Note that out-of-office messages cannot be setup for use after the employee has left as the mailbox is closed. You therefore need to ensure that the employee's email address is removed from any business critical processes and lists ahead of their leave date.

Email Lists and Groups

If an employee is also a registered student, their mailbox will remain active. After the contract end-date, their details will automatically be removed from automated email groups which are fed by the staff record – you can identify these in Outlook as they are suffixed with (HR) eg "Academic Section Staff (HR)".

Any lists owned and managed within your area will need to be manually updated to remove their details, though the delegated lists function at https://www.essex.ac.uk/it/groups-lists/delegated/