

PROCEDURE MANUAL

17-05



MICHIGAN STATE POLICE

Network Requests

Purpose: The Information Technology Division, Security and Network Unit, handles all requests to add, delete, transfer, or modify a department network account (including email accounts and shared drive folder access). This manual is intended to assist with the submission of network requests.

Effective Date: May 19, 2023

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MSP Network Requests

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Definitions:

None

Section 1: Network Request Procedures

1.1 New Accounts

The following information is required for all new members, interns, student assistants, local partners, and contractors who require a new department email account and/or network access.

- Full name, rank, or Civil Service Classification
- Network identification (ID) – NEW EMPLOYEE
- HRMN ID (if known)
- Effective date
- Worksite address
- Worksite ORI
- Shared email accounts the user will need access to (if applicable)
- Screenshot of the shared drive folders the user will need access to

Submit all information with the email subject “Network Request – New Employee” to the [Security and Network Unit](#). Allow seven business days following submission of the request for processing.

1.2 Transfers

The following information is required for all department members, interns, student assistants, local partners, contractors, and personnel from another state department that transfer into or within the department.

- Full name, rank, or Civil Service Classification
- Network ID (first part of email address e.g., SmithJ25)
- Effective date
- Name of prior state department (if applicable)
- Prior worksite address (if intradepartmental transfer)

- f. New worksite address
- g. Worksite ORI
- h. Shared email accounts the user will need access to (if applicable)
- i. Screenshot of the folders the user will need access to

Submit all information with the email subject “Network Request – Transfer” to the [Security and Network Unit](#). Allow four business days following submission of the request for processing.

1.3 Modifications

The following information is required for all department members, interns, student assistants, local partners, and contractors requiring a modification to their email account and/or network access.

- a. Type of request (Add/Modify/Remove: folder access, shared mailbox, shared calendar, etc.)
- b. Full name, rank, or Civil Service Classification
- c. Network ID (first part of email address e.g., SmithJ25)
- d. Shared email accounts the user will need access to (if applicable)
- e. Screenshot of the folders the user will need access to

Submit all information with the email subject “Network Request – Modify” to the [Security and Network Unit](#). Allow four business days following submission of the request for processing.

1.4 Departures and Retirements

The following information is required for all department members, interns, student assistants, local partners, and contractors who have left the department and require their MSP account be deleted.

- a. Name, rank, or Civil Service Classification
- b. Network ID (first part of email address e.g., SmithJ25)
- c. Date of departure/retirement

Submit all information with the email subject “Network Request – Departure/Retirement” to the [Security and Network Unit](#). The user account will be processed for deletion the next business day following the user’s departure and is effective immediately upon submission of the request.

1.5 Mapping Email Accounts

If a departed or retired user’s email account needs to be monitored or reviewed for retention, the account can be mapped to a designated user for 30 days following the deletion of the account. When requesting the email account be mapped to a designated user, please include the following in the request to delete the account due to departure/retirement.

- a. Name, rank, or Civil Service Classification of departing user
- b. Network ID (first part of email address e.g., SmithJ25)
- c. Date of departure/retirement
- d. Name, rank, or Civil Service Classification of designated user to map the account
- e. Network ID to map the account (designated user who will monitor or review the account)

Submit all information with the email subject “Network Request – Departure/Map Email Account” to the [Security and Network Unit](#). The user account will be processed for deletion/mapping the next business day following the user’s departure and is effective immediately upon submission of the request.

1.6 Account Suspensions/Holds

Administrative Leave/Military Leave/Medical Leave/Paid Parental Leave: The following information is required for all department members, interns, student assistants, local partners, and contractors who need their accounts placed on a temporary hold due to extended leave. (Note: If the Security and Network Unit is not notified of a user who will be on extended leave, their account will automatically be deleted after 60 days of inactivity. A new account will need to be established for the user upon return.)

- a. Name, rank, or Civil Service Classification
- b. Network ID – (first part of email address e.g., SmithJ25)
- c. Start date of leave
- d. Anticipated return date (if known)

Submit all information with the email subject “Network Request – Suspension/Hold” to the [Security and Network Unit](#). Allow four business days following submission of the request. Note, requests for administrative leave are escalated and processed immediately.

1.7 Name Change

The user must contact the MI HR Service Center at 877-766-6447 and the MSP Human Resources Division (HRD) to provide the required documentation for a name change. Once all documentation has been received, the MSP HRD will contact the Security and Network Unit to request the name change for the user’s network account.

Allow four business days following submission of the request from MSP HRD.

1.8 Personal Account Information

To modify personal account information in the Outlook Global Address Book (e.g., phone numbers, worksite address, location, etc.), the user will need to use the [User Information Self-Service Update](#) form to make any changes.

1.9 Responsibility for Request Submissions

Supervisors, or their designee, are responsible for submitting requests to add, delete, transfer, or modify a department network account for reasons outlined in sections 1 through 6. Users are responsible for the requests under sections 7 and 8.

Review Responsibility:	Information Technology Division; Security and Network Unit
Accreditation Standards:	N/A