A. Purpose

The purpose of this standard operation procedure (SOP) is to establish a uniform procedure for disabling or deactivating user accounts within AMPATH Systems. The Information Technology Infrastructure and Support Team, Systems Administration and Implementation Team expects that; the process will help guide new and existing personnel and other users to clearly understand the process of user account deactivation once a user leaves AMPATH for one reason or the other.

B. Scope

The procedures outlined in this SOP are applicable to all systems under the custody of Information Technology Infrastructure and Support Team and Systems Administration and Implementation Team in AMPATH. The persons responsible for ensuring facilitation, implementation and function of this SOP include all teams within the Information Services Department. This sop is not applicable to systems which are not managed by the AMPATH Information Technology Infrastructure and Support Team and Systems Administration and Implementation Team.

C. Definition of terms

- User account - This is a user specific unique access control mechanism for existing systems at AMPATH.
- AMPATH Production Systems – These are equipments, servers, appliances and cloud services that enable access of services within the network.
- RT System – This is an AMPATH request ticketing system that users can log system specific issues that need to be triaged through the Information Services Department for fixing.

D. Procedure (SOP Text)

1. A user can be removed from AMPATH Production Systems (Switches, Firewall, Router, Severs, Appliances and Cloud Services) through official communication to the following offices: Chief Information Officer, Research Manager or Indiana University (IU) Administration. The following e-mail support@ampath.or.ke. Will be used to communicate the need to deactivate a user account. It will help specify:
   • The name of the personnel for whom account needs to be deactivated
   • If possible, list out the AMPATH Production Systems in which the user account needs to be deactivated
   • Reason for deactivating the user’s account/s

2. A ticket with the above details will be logged within the RT System.

   3. The ticket will be assigned to the Information Technology Infrastructure and Support or Systems Administrator responsible. He/ She will deactivate the user account beginning from the vulnerable systems
      • SSH accounts if any in production systems
• AMPATH Production Systems accounts

4. Close the RT ticket and notify reporters

E. Appendices

• User Accounts Policy.doc
• Basic production systems that will need user account deactivated
  • AMRS test server
  • AMRS production server
  • AMRS forms server
  • SSH accounts(AMRS)
  • REDCap accounts
  • MYSQL browser accounts (AMRS research, AMRS production, AMRS forms, AMRS test)
  • AMPATH Wiki accounts
  • AMPATH Jira Accounts
  • Group accounts under AMPATH domain,
  • List accounts(developer,dmc,ampath-it,data quality,informatics,reporting and ellive lists)