

# NHSmail

Enabling collaboration across health and social care



## Local Administrator (LA) bulletin – 14 August 2018

Please note this information is correct at the time of publishing

### Automation of account management lifecycle

The automation of the account management lifecycle will be switched on for **user mailboxes from mid-September 2018**. All LAs should ensure their users are aware of what happens to their account if they allow it to become inactive. Once the automated process is switched on, accounts will change status and move through the lifecycle process, including deletion.

The automation of the account management lifecycle will be switched on for shared mailboxes, application accounts and resource mailboxes at a later date as part of phase two.

#### Background

The account management lifecycle activities are undertaken to ensure that accounts move through varying statuses depending on where they are in the account's lifecycle. The movement through the statuses will eventually lead to the account being deleted from the platform.

The deletion of accounts has been carried out manually since the migration of email accounts from the legacy NHSmail platform. Sometimes, accounts in a deleted status have remained on the platform for longer than the lifecycle policy. The automation of these activities will enforce the policy and accounts will be accurately deleted.

#### Lifecycle of an account

The Data Retention and Information Management policies have been updated and combined into one policy document which is available on the [Portal help pages](#) under section 'Policy'. This policy details the life-cycle of an account and provides further information on each of the account statuses.

## Types of account status

### Active accounts

An account will remain in an 'active' status providing the password has been changed, an email has been sent or the mailbox has been logged into in the last 90 days. Active accounts will not be affected by the account management lifecycle activities.

### Inactive accounts

An account will be marked as 'inactive' if the password has not been changed, an email has not been sent or the mailbox not logged into in the last 90 days. The account will remain in an 'inactive' status for a period of 90 days, before being moved to a 'deleted' status. If a user logs into an inactive account and / or changes their password, it may take up to seven days for the account to be returned to an active state.

### Leaver accounts

An active account which is marked as a 'leaver' by the LA, as the user has left the organisation. The leaving user may be joining another NHS organisation and they will have 30 days to request their new organisation's LA marks them as a 'joiner' to the organisation. An account which has been in the leaver status for 30 days will then be moved to a deleted status, if not joined to another organisation.

### Disabled accounts

An account can be marked as 'disabled' by the LA if the user is on long-term leave. The account can be re-enabled (set to active) upon their return. A disabled account will be move to a 'deleted' status after 18 months.

### Deleted accounts

An account which has been deleted will have been through one of many of the lifecycles and is no longer accessible on the platform and has resulted in deletion due to inactivity, not belonging to an organisation or a request from an LA with justification, for example, duplicated or incorrectly created accounts.

Deleted accounts can still be restored up to 180 days after being deleted. Once restored, their lifecycle counters will be re-set and they will start as an active account again. Accounts that are not restored after 180 days are then moved to a 'deleted, permanent' state where they can no longer be restored, and a new mailbox and address would need to be created for any user who has a previous account with this status.

## Next steps

LAs should act now, to ensure that account statuses within the NHSmail Portal are as expected. You should encourage users to:

- **keep their passwords updated and to reset them every 90 days** – further guidance is available on the [Self-Service Password Management](#) pages of the Portal help pages.
- **manage their mailbox and to regularly delete items** – when a mailbox is over quota, the user will not be able to receive or send emails. Further guidance is available in the [Manage your mailbox quota](#) guide.

## Automation ‘switch-on’

Once the automation process goes live, accounts will be deleted in line with the NHSmail [Data Retention and Information Management Policy](#).

## NHS Directory contact clean-up

A clean-up exercise will commence from September 2018, to delete contacts within the NHS Directory that are linked to closed organisations. These contacts are external email addresses which were stored by an end user against their own organisation.

## Process for escalations

### NHSmail helpdesk

LAs and users have the option to escalate incidents they feel have not been dealt with in an appropriate way or where the resolution provided does not answer the original query. Support is in place to deal with escalations 24/7.

NHSmail helpdesk escalation process steps:

- The LA / user provides the original ticket reference for the escalation being raised to the helpdesk.
- The LA / user to provide an explanation of the reasons for the escalation and why the previous feedback has not provided the solution required.
- The helpdesk should then perform an escalation to the appropriate Subject Matter Expert (SME).
- If the escalation response is not acceptable then a further escalation can be requested to a higher level.
- Once the issue has been resolved, the helpdesk (or SME that has been dealing with escalation) will notify the originator of the issue via telephone /

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email to confirm closure of the escalation before actual closure of the incident takes place.

### Feedback mailbox

The NHSmail Live Service Team also deals with escalations, via the 'feedback' mailbox. The team will check the following details before raising an escalation with the supplier:

- If the incident / issue has already been recorded at the NHSmail helpdesk. If not, the LA / user will be asked to contact the helpdesk unless the incident / issue has service, security or clinical impact concerns.
- If the incident / issue is still within agreed Service Level Agreements (SLAs) for the severity type (if it has already been raised with the helpdesk), the LA / user will be advised to contact the helpdesk for an update.
- If a response has been provided by the helpdesk and this has not resolved the issue, **and it's still within 72 hours of the ticket being resolved / closed**, the LA / user will be advised to contact the helpdesk to request that the ticket is re-opened.

If an incident / issue remains unresolved after the above steps have been taken, it will be escalated by the NHSmail Live Service Team to the supplier.

## Contacts for further help

NHSmail helpdesk:	0333 200 1133 / <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>
General feedback:	<a href="mailto:feedback@nhs.net">feedback@nhs.net</a>
Service status:	<a href="https://portal.nhs.net/Help/servicestatus">https://portal.nhs.net/Help/servicestatus</a>
NHSmail Portal help pages:	<a href="https://portal.nhs.net/Help/">https://portal.nhs.net/Help/</a>

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