VIU Generic Account Standard   
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**Generic Account Standard**

* This standard establishes the process for creating and maintaining generic (shared role) accounts for network and system access.
* A generic account may be requested in cases where one specific role is fulfilled by more than one person. This may include access to one account or application to perform assigned duties or temporary work.
* Each generic account must have a named administrator (owner) who is responsible for this account.
* The administrator must ensure that all users of the generic account abide by VIU Policy 45.01 – Use of information Technology
* A generic account will not follow the employee or student account naming convention
  + Account names will be prefixed by g\_
  + There is no single real user corresponding to the account
  + An email account associated with the generic account will be created on request.
* A generic account will follow the VIU Password Standard for complexity and length.
* Generic accounts, by default, will not have access to Wireless Networks (VIU-Secure). You must request this access if it is needed.
* Generic accounts will be audited on an annual basis for appropriateness of access and ongoing need.
  + The administrator assumes responsibility for ensuring that the activities of the account can always be attributed to a single individual.
* The administrator would be responsible for keeping documentation recording the dates that an individual has been granted access to the account.
* The administrator is responsible for changing the password on the account whenever the individual no longer requires access to the account.
* The use of this generic account must be reviewed annually by the administrator of each account to see if this account is needed and what it is needed for. If this account is no longer needed this information must be relayed back to Client Services (ithelp@viu.ca) so that this account can be closed.
* Network resources, such as a shared mailbox, where access is controlled by security groups, and not logged into directly with a username and password, are not considered generic accounts.

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For questions about this standard, please email [ITSM@viu.ca](mailto:ITSM@viu.ca)