# UNIVERSITY OF PORTSMOUTH

# GOOGLEAPPS ACCOUNT ACCESS

May 2016

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# Summary

## What is this document about?

In order to provide essential operational support, a small number of key Information Services staff have been given 'administrative 'Google Apps accounts for operational support purposes.    The privacy of users is very important and all administrative account privileges are strictly controlled. This advisory will help protect the privacy of users, and protect the interests of IS Staff who may be asked to access a Google Apps account.

## Who is this for?

This advisory is aimed at IS Staff who have administrator access to Google Apps accounts. University staff and students need to be confident that their account information is safe from deliberate snooping or eavesdropping.  In addition, administrator account holders need the assurance that, when asked to perform their operational duties, their actions are legitimate and minimise any privacy risks.

## How does the University check this is followed?

Annual review of this IS Advisory will be performed to evaluate its on-going effectiveness and relevance as technology changes.

## Who can you contact if you have any queries about this document?

Any questions about this advisory should be directed to the Security Architect via the IS Service Desk (servicedesk@port.ac.uk)

# 1. The Principles:

1.1 The University of Portsmouth reserves the right to access any information held in the Google Apps account of any University or Portsmouth Google Apps user, without necessarily obtaining the consent of the user (this may be necessary because of a request made under the Freedom of Information Act 2000 or a subject access request made under the Data Protection Act 1998).

1.2 **No information contained in Google Apps user accounts, shared folders, documents or emails will be accessed, read, copied or released without proper authorisation.**

# 2. The Safeguards:

2.1 'Super Administrator 'accounts and 'Administrator '(admin) accounts have been created on the UoP Google Apps domain.   These accounts are required for the operational management of the Google Apps domain and will be given to authorised staff only.  Both types of admin account have the power to change lower level account passwords, so any admin account holder could gain access to user account data.

2.2 What is technically possible?

   a) **Super Administrators** can manage every aspect of the University's Google account. They have access to all control panel and available programmatic APIs in Google Apps. These accounts are protected through the use of 2 step-verification and strong passwords.  In addition, an audit log tracks the most critical functions carried out by Super Admins.    Super administrators also have full access to all users' calendars and event details.   Only super administrators can...

   - Set up Billing
   - Create or assign administrator roles
   - Reset administrator passwords
   - Restore deleted users
   - Modify an administrator's settings
   - Perform email log searches
   - Create, read, update, and delete Organization Units

      *Google recommend having at least two (but no more than three) Super Administrator. That way, if one forgets their password the other can reset it.*

   b) **Help Desk Administrators**

The Help Desk Administrator can reset passwords for users who aren't administrators, both in the Admin console and via the Admin API.   These administrators can also view (read only) user profiles and University organizational structure.

2.3 What is legally permissible?

Access to account information is subject to existing legislation:

a)  Regulation of Investigatory Powers Act 2000
b)  Data Protection Act 1989 (Subject Access Requests)
c)  Freedom of Information Act 2000
d)  The Environmental Information Regulations 2000

2.5 How to handle a request for user account access:

If a request is made to access the University Google Apps account of an individual (user), the request must follow the criteria below:

1.  It must be raised as a service desk call (other than in exceptional circumstances with the permission of the Director of Information Services)
2.  It must be raised by the line manager of the individual concerned or their Department Head.
3.  It must contain instructions as to what to look for and where to look.
4.  It must contain instructions about how to package the response/reply.
5.  It must be approved by the Security Architect, EPS manager or Director of Information Services.

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