

Board of Doktorgradskandidatenes
Interesseorganisasjon ved NTNU (DION)
post@dion.ntnu.no

Attn: Email addresses of PhD candidates
(and all other researchers) at NTNU

Regarding email addresses of PhD candidates and others

Dear DION,

We appreciate your concern for keeping email-addresses after graduation, and your suggestions to rectify this. We are aware that there are none automatic nor approved policies for how to treat email accounts after graduation or contract end. Generally, the user account will be deactivated at the contract termination, thus any attempts to log into our services will fail, and emails will not be managed by our email server.

NTNU IT has already in place a service for forwarding email after ending a work contract/study. This service is unfortunately not well communicated to our users, and currently requires some manual work to implement.

First of all, it will not be possible to keep a user account after ending a work contract/study. However, it is possible to enable forwarding of email.

This is currently the preferred option:

The user needs to contact NTNU IT (through orakel@ntnu.no) regarding the need to keep the email-address for a period. Every case are evaluated individually, and some of these may need to be approved by a manager or supervisor at the faculty. The forwarding email-address needs to be verified and maintained, thus it is preferable for NTNU IT that an alumni-address (@alumni.ntnu.no) is used to avoid local maintenance of forwarding address. Users should thus register as alumni at NTNU where self-service of email forwarding is implemented.

We are working to make this process more automatic through self-service, but still some work are needed to address issues like where to register alternative email-addresses (HR,

| Address | Org. no. 974 767 880 | Location | Phone | Executive officer |
|----------------|----------------------|---------------------------------|---------------|--|
| 7491 Trondheim | postmottak@ntnu.no | Høgskoleringen 5 | + 47 73595000 | Carl-Fredrik Sørensen |
| Norway | www.ntnu.no/adm/it | Realfagbygget, Blokk A, 3. etg. | | carl-fredrik.sorensen@ntnu.no Phone: 95119690 |

Please address all correspondence to the organizational unit and include your reference.

FS, Innsida, IAM), authentication of alternative email-addresses (i.e. activation procedures), grace time before terminating the service (e.g. two years), how to administer changes of alternative email-addresses, how to avoid “false” forwarding email-accounts, bouncing policies from email-providers etc.

I hope this answers your concerns.

Regards

Carl-Fredrik Sørensen

Senior Advisor