


PROCEDURE MANUAL

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		Last Revision Date:	04-01-2024; 05-17-2023; 03-21-2022
		Effective Date:	03-22-2022
		Last Review Date:	04-01-2024
Section:	Technology	Subject:	Enterprise Application Inactivity Expiration

PURPOSE

The purpose is to outline the procedure Arizona Western College’s (AWC) Information Technology Services & Support (ITSS) uses to define the timeframe in which Enterprise Application UI sessions will expire due to inactivity.

SCOPE

This procedure applies to all users of AWC technology assets including employees, students, volunteers and contractors.

PROCEDURE

1. Definition

1.1 Enterprise Application (Colleague) inactivity is the absence of data transactions being submitted by a user, using the User Interface (UI), to the Enterprise Application transactional database.

1.2 Submitting data transactions means the user has searched or reviewed data, saved data input, or initiated a process.

2. General

2.1 The expiration timeframe due to user inactivity is set for 900 seconds (15 minutes).

2.2 A period of user inactivity longer than 15 minutes will result in the user automatically being logged out of the existing Enterprise Application (Colleague) session.

2.3 Processes running (whether in a background mode or in the current session) when the timeout occurs will continue to complete.

2.4 Any record which had been left open when the session ended will be cleanly released for access by other users.

The user whose session was logged off may immediately log into Enterprise Application (Colleague) again, up to the limit of allowed connections for the individual user.

3. Exceptions

3.1 Exceptions to this procedure may be granted by the Chief Information Officer (CIO) on a limited, case-by-case basis, with appropriate justification and approval by the employee’s manager.