# Leaver Form

**Please be aware that once actioned, all accounts and mailboxes will be deleted after 30 days and cannot be recovered. Completed forms should be sent to** [support@bcn.co.uk](mailto:support@bcn.co.uk) **for processing.**

|  |  |
| --- | --- |
| **Company name** |  |
| Employee name |  |
| Leaving date | Click or tap to enter a date. |
| Time to lock out (if required) |  |

### Email account

|  |  |  |  |
| --- | --- | --- | --- |
| **Keep/archive mailbox?** *If the mailbox is on 365 & is to be kept, engineer to ensure it is converted to a shared mailbox to free up the license.* | Yes |  | |
| No |  | |
| Unassign O365 license from user? *License qty including any reductions will be reviewed during renewal of Microsoft licenses as part of the NCE agreement.* | Yes |  | |
| No |  | |
| Would you like their email forwarded to another user? | Yes |  | Enter colleague’s name |
| No |  |

### User data

**Please note, that unless otherwise specified the default retention/approach will be taken by BCN. Once data has been removed, it will not be recoverable.**

|  |  |  |
| --- | --- | --- |
| User data to keep | Default Retention | If data is required to be kept, please advise on criteria and desired location. |
| OneDrive (if applicable) | 93 days after user account deletion. | Will be deleted unless specified |
| Hosted Desktop (RDS/AVD) User Profile Disk (if applicable) | 0 days - deleted during user account removal. | Will be deleted unless specified |
| Office 365 backup (if applicable)\* | 0 days - deleted during user account removal. | Will be deleted unless specified |

*\*If the Office 365 backup data is not requested to be retained, the 365 licence will be removed prior to converting to a shared mailbox. If not, the data within Office 365 backup will be manually removed after the 365 account has been unlicenced – please note this is irreversible.*

|  |
| --- |
| **Any other requirements, e.g. hardware, 3rd party account removal, etc?** |
|  |

**Glossary of Terms**

**AVD (Azure Virtual Desktop)** – This is a Microsoft Azure-based system for virtualizing its Windows operating systems, providing virtualized desktops and applications securely in the cloud. This may appear similar to a RDS experience.

**Backupify** – A Microsoft 365 cloud-based backup solution.

**OneDrive** - OneDrive is a file hosting service operated by Microsoft, and forms part of the 365 suite of applications.

**RDS (Remote Desktop Services)** – A solution to access a remote instance of Windows, this covers both access to servers as well as end user operating systems.

**User Profile Disk** – Utilised by both RDS and AVD, this is effectively the profile area of a user. This would typically include folders such as My Documents, Desktop, Downloads and application specific files/configuration. This will take up storage on a RDS/AVD solution, which can lead to a shortage of disk space if house keeping isn’t undertaken i.e. through the leaver process.