

SOP: Onboarding Process for New Hires

Purpose:

The purpose of this SOP is to streamline the process of onboarding new hires from a technological standpoint, enabling them to become operational as swiftly and efficiently as possible.

Scope:

This SOP is applicable to the technology Managed Service Provider (MSP), supervising managers, and all new hires.

Responsibilities:

MSP: Tasked with implementation, adherence, review, maintenance, and updates of this policy. Also responsible for account setup, system configuration, and equipment provision.

Supervising Manager: In charge of communicating with the MSP upon the selection of a new hire and the confirmation of their start date.

New Hire: Expected to liaise with the MSP representative, accept issued equipment, agree to the Acceptable Use Policy, and verify the correct setup of their user account and related systems.

Prerequisites:

The new hire has successfully passed through HR's recruitment process, received approval, and been assigned a start date.

Procedure:

Following a successful hire and the allocation of a start date, the supervising manager will send an email to the MSP containing the following details:

- New hire's name
- Start date

- Position and user role (technical/non-technical)
- Office status (in-office, hybrid)
- Any non-standard folders the employee requires access to (with justification)

Upon receipt, the MSP representative will initiate the setup of user accounts and prepare necessary equipment to be ready by the start date. Account and group setup can be conducted using the Powershell script available on the MSP GitHub or via the GUI.

The equipment and access provided will be based on the role and office status:

- Technical roles will receive a laptop, a docking station, and two monitors for their home office.
- Non-technical roles in a hybrid situation will receive the same setup.
- Non-hybrid workers will have a desktop PC set up at their workspace.
- Access to specific folders will be granted based on requests from the supervising manager and their justifications.

A Receipt for Company Policy form (Appendix A) will be used to document all issued technology equipment, which must be signed by the new hire.

References:

- [Appendix A: Receipt for Company Policy form](#)
- [SOP: OS Diversity](#)

Definitions:

- MSP -- “Managed Service Provider”: The tech company contracted to provide IT services to the company Managing Supervisor -- The supervisor who will be responsible for managing the day-to-day activities of the new employee.

Revision History:

6/21/23 -- "SOP: Onboarding Process for New Hires" created by Dustin Haggett