**Dear New Colleague,**

**First things first, WELCOME TO OUR TEAM. I hope this turns out to be a long lasting and happy career and not just a job!**

**ALL THE BEST TO YOU!**

**Now, the first thing that MUST happen is your BADGE. Unlike everything else, the badge gets ready rather quickly. Just check with an office right behind where the security guards sit. That’s where the badges get produced. And only he knows when you are in the system and ready to take your picture. Check with him please.**

**The second, very important thing, is for you to get the following info, i.e. LANID, BTSID, Employee ID. The person to follow up with is your manager, initially it’s Tim Miller (Miller, Tim** [**Timothy.Miller@firstdata.com**](mailto:Timothy.Miller@firstdata.com)**) and later on will convert to Sunday Carlson (Carlson, Sunday K.** [**sunday.carlson@firstdata.com**](mailto:sunday.carlson@firstdata.com)**).**

**LANID:** F1U2Z4U

**BTSID:** XXXXXX

**Employee ID:** XXXXXX

**Title:** CWR-System Administrator

**Desk:** 402-777-3557

**Cost Center:** 4226E

**Department:** PB-Software Services

**Our offshore team:** Unix-Managed-Service [Unix-Managed-Service@firstdata.com](mailto:Unix-Managed-Service@firstdata.com)

**Offshore Unix lead:** Ganesh ([GaneshBabu.MANOHARAN@firstdata.com](mailto:GaneshBabu.MANOHARAN@firstdata.com))

Once you have this information, it means, you are now in the system and are officially considered an employee or a contractor of FDC. And most importantly, it gives you the right and privilege to use the HelpDesk for some if not all of your problems. And below is how to contact the Helpdesk:

**Helpdesk:** 877-332-4526

If you go to your “Show hidden icons” tray (located in lower right of your primary Desktop, you will see **IT**. You can use that to chat with the HelpDesk also and open an ITSRC.

**MS SharePoint:** Use the link below to see if you have access to SharePoint or not. If not, contact Helpdesk, if yes, but you have other issues within SharePoint, there is a “Support” button on top of this same page.

<http://sharepointapps.1dc.com/sites/PCLan/Pages/Home.aspx>

**MS Teams:** [micrsoftteams@firstdata.com](mailto:micrsoftteams@firstdata.com)

**Clarity FDC Timesheet:** Daniels, Dawn (Non-Employee) [Dawn.Daniels@firstdata.com](mailto:Dawn.Daniels@firstdata.com)

**Sailpoint:** Is the place where you request Access to different services. For that to happen, you MUST know the exact official name of the group that you are requesting Access:

**Sailpoint DL:** GDP\_Identity\_ProjectSailpoint@firstdata.com

**For access to Unix/Linux Servers:** **DSUNIX-ADMINS** group

**For access to Opsware:** **GG-OPSWARE** group

**Requesting access to opsware is a 2 part process:**

1.       If you are not in GG-OPSWARE group, submit “LAN ID/AD Access” ITSR to have yourself added to GG-OPSWARE.

2.       Once that is complete, submit “HP Server Automation (Opsware) Access” ITSR to have your user account added to opsware. You must be in GG-OPSWARE group before we can add your account to opsware…. Please include model ID in ITSR since that will make it easier for us to assign you to appropriate groups in opsware, granting access to proper servers…. This can be someone from your team who shares same responsibilities…

**ITSRC issues:** Tobin, Jennifer

**Centrify DL:** GIAM OPS [GIAMOPS@firstdata.com](mailto:GIAMOPS@firstdata.com)

**To start the Security Questions for Centrify MFA:** https://fdcproper.my.centrify.com/my?customerId=AAT0113

**Some useful DLs follow:**

**Linux\_Group Email:** Linux\_Systems\_Engineering@firstdata.com

**Solaris\_Group Email:** SolarisSystemsEngineering@firstdata.com

**AIX\_Group Email:** AIX\_Systems\_Engineering@firstdata.com

**Off Shore UNIX Team:** Unix-Managed-Service@firstdata.com

**SOME USEFUL GENERAL INFO:**

**ICTO:** Infrastructure Corporate Technology Office

**Jump Servers:** n1pvap155 & n3pvap168

**Template names you MUST have in your profile in order to have full access to OPEN, WORK ON, and CLOSE your CRQs:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Template Name | Class | Support Company | Support Organization | Support Group |
| CM - STD - AIX Software Install | Standard | First Data Technologies Inc | GIO.Global Distributed System Services | X2AIX\_ICTO |
| CM - STD - AIX space add for new FileSystem or existing FileSystem | Standard | First Data Technologies Inc | GIO.Global Distributed System Services | X2AIX\_ICTO |
| CM - STD - X2AIX - Standard LPM | Standard | First Data Technologies Inc | GIO.Global Distributed System Services | X2AIX\_ICTO |
| CM - STD - Linux Software Install | Standard | First Data Technologies Inc | GIO.iCTO Services | X2Linux\_ICTO |
| CM - STD - Linux space add for new FileSystem or existing FileSystem increase using disk available on server / host | Standard | First Data Technologies Inc | GIO.iCTO Services | X2Linux\_ICTO |
| CM - STD - Solaris Software Install | Standard | First Data Technologies Inc | GIO.iCTO Services | X2Sun\_ICTO |
| CM - STD - Solaris space add for new FileSystem or existing FileSystem increase using disk available on server / host | Standard | First Data Technologies Inc | GIO.iCTO Services | X2Sun\_ICTO |
| CM - STD - DSAS400 - PACTPROD - PACTDEV | Standard | First Data Technologies Inc | GIO.Global Mainframe/Midrange Services | X3MidRange\_AS400 |

**GOOD LUCK!**