**Real Case Scenario**

A new hire needs their workstation to be set up, which includes configuring.

their laptop, connecting monitors, setting up a VPN, and ensuring all necessary software.

is installed. The scenario requires prioritizing each task while maintaining clear.

communication with the new hire to ensure all requirements are met.

Ticketing system: Jira

**1. Preparation & Communication**

* **Gather Information:** Before the new hire’s start date, gather details about their job role, department, and specific software or hardware needs. This may involve speaking with their manager or checking with HR.
* **Initial Contact:** Introduce yourself to the new hire and schedule a time for the workstation setup. Confirm they have received their laptop and any other equipment provided by the company.
* **Set Expectations:** Inform the new hire about the approximate time required for the setup and the steps involved. This helps them plan their day and reduces potential anxiety.

**2. Laptop Configuration**

* **Unboxing and Power Up:** Unbox the laptop with the new hire present to create a good first impression and allow them to inspect the equipment.
* **Connect to Network:** Connect the laptop to the company’s Wi-Fi or via an Ethernet cable. Ensure they have the necessary network credentials (SSID and password).
* **Domain Join (if applicable):** If your company uses a domain, join the laptop to the domain, which may involve entering domain credentials and restarting the machine.
* **Install Essential Software:** Install operating system updates and critical security software. Then, proceed with role-specific software, productivity tools (e.g., Microsoft Office or Google Workspace), and communication platforms (e.g., Slack or Microsoft Teams).
* **User Account Setup:** Create a user account for the new hire on their laptop, ensuring they have appropriate access permissions based on their role.
* **Transfer Existing Data (if applicable):** Transfer necessary files and settings if the new hire needs data from a previous employee or machine.

**3. Monitor Setup**

* **Ergonomics First:** Discuss ergonomic preferences with the new hire and help them adjust their chair and desk height for a comfortable and healthy workspace.
* **Connect and Configure:** Connect the monitors to the laptop and configure display settings (resolution, orientation, scaling) according to their preferences.
* **Test Monitor Setup:** Ensure both the laptop screen and external monitors are working correctly. Have the new hire test the setup to confirm it meets their needs.

**4. VPN Configuration**

* **Explain the Why:** Briefly explain the importance of a VPN (e.g., security, access to company resources).
* **Install VPN Software:** Install the company’s VPN client on the laptop and provide clear instructions or documentation on how to use it.
* **Test VPN Connection:** Connect to the VPN and test the connection by accessing a company resource that requires the VPN.
* **Troubleshooting:** Troubleshoot any VPN connection issues (e.g., check network settings, firewall rules, VPN credentials).

**5. Software Installation and Configuration**

* **Prioritize Software:** Install the most critical software first, based on the new hire’s role and immediate needs.
* **Provide Guidance:** Offer guidance on using the installed software and point out helpful resources like user manuals, online tutorials, or internal knowledge bases.
* **Account Setup:** Assist the new hire in setting up accounts for necessary software and platforms, ensuring they have the correct login credentials and permissions.

**6. Final Checks and Follow-Up**

* **Review and Confirm:** Review the entire setup with the new hire, confirming that all hardware is working correctly, software is installed, and they can access necessary resources.
* **Provide Contact Information:** Provide your contact information (or the appropriate IT support contact) in case the new hire has any questions or issues later.
* **Schedule a Follow-Up:** Schedule a brief follow-up meeting in a day or two to address any questions or concerns that may arise after the new hire has had a chance to use their workstation.

**Important Considerations**

* **Clear Communication:** Maintain clear and friendly communication throughout the process. Explain each step in plain language and answer any questions the new hire may have.
* **Patience and Empathy:** Be patient and understanding. Starting a new job can be overwhelming, so make the workstation setup as smooth and stress-free as possible.
* **Documentation:** Provide the new hire with relevant documentation (e.g., VPN setup guide, software manuals, IT support contact information).
* **Personalization:** Allow for some personalization of the workspace. Let the new hire arrange their desk and accessories in a way that feels comfortable to them.