**Role Play Interaction (Real Case Scenario #2)**

**Characters:**

* **IT Support (You):** Ready to assist the new hire with their workstation setup.
* **New Hire (Sarah):** A new employee starting in the Marketing department.

**Scene:** A small office room with a desk, chair, a new laptop (still in the box), two monitors, and various peripherals.

**(You greet Sarah with a smile as she enters the room.)**

**You:** “Hi Sarah, welcome to the team! I’m [Your Name] from IT, and I’ll be helping you get your workstation set up today. Do you have everything with you?”

**Sarah:** “Hi [Your Name], thanks! Yes, I have my laptop and they gave me a bag with some cables and things.”

**You:** “Great! Let’s get started. First, I’ll need to get some information from you to create a ticket in our system, Jira. Can I get your employee ID and department?”

**Sarah:** “Sure, it’s E12345 and I’m in Marketing.”

**(You create a Jira ticket with the following information):**

* **Summary:** Workstation Setup - Sarah (E12345) - Marketing
* **Description:** Configure laptop, connect dual monitors, install VPN, install essential software (Microsoft Office, Adobe Creative Suite, Slack, Zoom).
* **Priority:** High
* **Assignee:** [Your Name]
* **Status:** In Progress

**You:** “Alright, Sarah, I’ve created a ticket to track our progress. First things first, let’s get your laptop unboxed and connected to the network.”

**(You help Sarah unbox the laptop and connect it to the network. You then proceed with the following steps, explaining each one clearly to Sarah):**

**1. Laptop Configuration**

* **You:** “Now, I’m going to install some important updates and security software on your laptop. This might take a few minutes.”
* **You:** “Next, I’ll need you to enter your employee ID and temporary password to join the company domain.” (You guide Sarah through the domain join process.)
* **You:** “Okay, now I’m going to install the essential software you’ll need for your role in Marketing. This includes Microsoft Office, Adobe Creative Suite, Slack, and Zoom.”

**2. Monitor Setup**

* **You:** “How do you like your workspace set up? Do you have any preferences for monitor placement or height?” (You adjust the monitors and chair according to Sarah’s preferences.)
* **You:** “Let’s connect these monitors to your laptop. How does this look to you?” (You configure the display settings and ensure both monitors are working correctly.)

**3. VPN Configuration**

* **You:** “To access some of our company resources securely, you’ll need to use a VPN. I’m going to install the VPN client on your laptop now.”
* **You:** “Here’s a quick guide on how to use the VPN. Basically, you just click this icon, enter your credentials, and you’ll be connected.” (You demonstrate how to connect to the VPN and test the connection.)

**4. Software Installation and Configuration**

* **You:** “While those larger programs are installing, let’s get you set up on Slack and Zoom. Have you used these before?” (You help Sarah create accounts and log in to the communication platforms.)
* **You:** “Okay, it looks like all the software is installed. Do you have any immediate questions about any of these programs?” (You provide brief guidance on using the software and point out helpful resources.)

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

* **You:** “Alright Sarah, we’re almost done. Let’s just do a quick review to make sure everything is working as expected. Can you try opening a few programs and accessing a file on the network?”
* **You:** “Great! Everything seems to be in order. Here’s my contact information and the link to our IT support portal in case you have any questions later on.”
* **You:** “I’ll also check in with you tomorrow to see how everything is going and answer any questions that come up. How does that sound?”

**Sarah:** “This is great, thank you so much for your help! I feel much more comfortable now.”

**You:** “You’re very welcome, Sarah. I’m glad I could help. Don’t hesitate to reach out if you need anything at all.”

**(You update the Jira ticket to “Done” and close it out.)**