Standard Operating Procedure (SOP): Handling Technology Needs for Employee Onboarding

1. Purpose:
The purpose of this SOP is to establish a standardized process for handling technology needs during employee onboarding. This ensures a seamless and efficient provision of necessary technology resources to new employees, enabling them to be productive from their start date.

2. Scope:
This SOP applies to all personnel involved in managing and fulfilling technology needs for employee onboarding within the organization.

3. Responsibilities:
- HR Department: Responsible for initiating the employee onboarding process and providing necessary information to the IT department.
- IT Department: Responsible for assessing and fulfilling technology needs, provisioning equipment and accounts, and providing technical support during employee onboarding.
- IT Support Team: Assists in configuring and setting up technology resources for new employees.

4. Prerequisites:
- Understanding of the organization's technology standards and equipment provisioning policies.
- Effective communication between HR and the IT department.

5. Procedures:

5.1. Technology Assessment:
   - HR communicates the details of the new employee's technology needs to the IT department.
   - The IT department evaluates the employee's role, job requirements, and existing technology infrastructure to determine the necessary equipment and software.

5.2. Equipment Provisioning:
   - The IT department procures or prepares the necessary hardware, such as desktops, laptops, monitors, peripherals, and mobile devices, based on the employee's requirements and budgetary guidelines.
   - Prepare the equipment for deployment, including software installation and configuration.

5.3. Account Setup and Access:
   - Create user accounts and necessary access permissions for the new employee across relevant systems, such as email, network drives, cloud services, and other software applications.
   - Ensure the new employee's accounts are properly configured and synchronized for seamless access.

5.4. Device Configuration:
   - Configure the provided devices with the necessary software, security settings, network connectivity, and organization-specific policies.
   - Install and update essential software applications required for the employee's role.

5.5. User Training and Orientation:

- Conduct technology orientation sessions or provide written documentation to familiarize the new employee with the organization's technology resources, policies, and best practices.
   - Offer training on specific software applications or tools relevant to the employee's role.

5.6. Technical Support:
   - Assign a point of contact from the IT Support Team to provide technical assistance and address any questions or issues during the employee's onboarding process.
   - Communicate the support contact details to the new employee for easy access to technical assistance.

5.7. Equipment Return (if applicable):
   - Establish a process for collecting and sanitizing equipment when an employee leaves the organization.
   - Ensure all data is securely wiped from returned devices, following the organization's data disposal policies.

6. References:
- Organization's technology standards and equipment provisioning policies.
- Onboarding documentation and guidelines.

7. Definitions:
- Employee Onboarding: The process of integrating new employees into the organization and providing them with the necessary resources and information to start their roles effectively.

8. Revision History:
- Version 1.0: [17MAY2023] - [David Siebert]
   - Initial draft of the SOP.
- Version 1.1: [Date] - [Contributor Name]
   - Incorporated feedback from stakeholders.
   - Added section on equipment return (if applicable).