



# IT Support Desk On-Boarding Document

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## Employee On-Boarding

**KapilDev Munisamy**

**Year – 2018**

**Version: 4.0**

## 1. For Back Office Use only

<b>Offer Issued (Electronic/Hard Copy)</b>	Yes/No	<b>Offer Accepted (Electronic/Hard Copy)</b>	Yes/No
<b>Offer Status verified by:</b>	GDC Chennai HR	<b>Verification Date:</b>	25 <sup>th</sup> Oct 2021

## 2. Employee Information

<b>Employee ID:</b>			
<b>First Name:</b>	Neeraj	<b>Last Name:</b>	Shyam Sundar
<b>Primary Contact Number:</b>	6379743356	<b>Alternate Number:</b>	9940219444
<b>Personal Email-ID:</b>	<a href="mailto:sneeraj2001@gmail.com">sneeraj2001@gmail.com</a>		
<b>Employee Type:</b>	Intern	<b>Job Title:</b>	Intern Consultant
<b>Joining Date:</b>	25-10-2021	<b>Location</b>	Chennai

## 3. IT Service Desk Contact

<b>GDC India Service Desk Email</b>	<a href="mailto:osindiahelpdesk@perficient.com">osindiahelpdesk@perficient.com</a>
<b>Corporate Service Desk Email</b>	<a href="mailto:servicedesk@perficient.com">servicedesk@perficient.com</a>
<b>Corporate Service Desk Phone Number</b>	1-888-255-2560 / +91 95516 50488

## 4. Access Checklist

Items	Status (Y/N)	Employee Acknowledgement (Y/N)	Comments	Signature
Laptop / Desktop	Y			
Microsoft Office	Y			
Microsoft Lync	Y			
JIRA	Y			

Oracle EBS	Y			
Perficient Wiki	Y			
OS India PTO Calendar	Y			
OS India WFH Calendar	Y			
Service Desk Portal	Y			
Reviewed Password Policy	Y			
Reviewed IT Security Policy	Y			

## 5. Laptop / Desktop

Brand	HP	Model	348 G7
Operating System	Windows 10 Pro	Service Tag	5CG125BMX6

## 6. Installation Check List

- ☐ MS Office
- ☐ Lync
- ☐ Antivirus
- ☐ Manage Engine

## 7. Windows login credentials

User Name	Firstname.lastname	
Password	Xxxxx	

### 1.1 Wireless login credentials

SSID	xxxxxx	
Password	xxxxxx	

## 8. Active Directory credentials

- Active Directory (AD) Credentials are used for logging into the Perficient Network (the Perficient Domain)
- AD ID, firstname.lastname, and password are used to login to your company issued laptop
- Sharepoint sites require you to enter your domain as part of your user name. You must put perficient\ in front of your user name (e.g., perficient\first.last) when logging in.

User Name	Firstname.lastname
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Password	Xxxxx
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## 9. Online Resources

Resource	Features	Password
<b>Portal/Intranet</b> <a href="https://my.perficient.com">https://my.perficient.com</a>	<p>The my.perficient.com web site is the company portal and intranet. Here you'll find information regarding:</p> <ul style="list-style-type: none"> <li>• Corporate &amp; Strategic Business Unit (SBU) communications.</li> <li>• HR Benefits, career planning &amp; new colleague information.</li> <li>• Operational information, calendars and various procedural documentation</li> <li>• Culture events and awards</li> </ul>	Active Directory
<b>eMail - Microsoft Exchange</b> <a href="https://exchange.perficient.com/owa">https://exchange.perficient.com/owa</a>	<p>Perficient uses Microsoft Exchange as its messaging platform, and Microsoft Outlook as its mail client. Microsoft Exchange provides e-mail access through both web mail and the Microsoft Outlook client. The web mail client (OWA - Outlook Web Access) provides full functionality access and supports access from behind any client environment or kiosk environment, where firewalls or proxy servers might block the Outlook client or where it is unavailable.</p>	Active Directory
<b>Time &amp; Expense Entry</b> <a href="https://ebs.perficient.com">https://ebs.perficient.com</a>	<p>Oracle EBS is Perficient's enterprise tool for providing life cycle management of its internal and external projects.</p> <p><a href="https://sp.perficient.com/sites/ebssupport/Pages/Home.aspx">https://sp.perficient.com/sites/ebssupport/Pages/Home.aspx</a></p> <p>General Notes:</p> <ul style="list-style-type: none"> <li>• EBS is used to capture all time and expense for Perficient projects.</li> <li>• EBS supports increased communication and collaboration within project teams thru the use of workflows and event-driven notifications.</li> <li>• EBS provides for personalized dashboards to help team members understand and prioritize their work.</li> <li>• In addition to time and expense, EBS supports the requirement to maintain personal data, including resume, work experience, unique skill sets, and certifications, which are used to support marketing, business development and project staffing needs.</li> </ul>	Active Directory

	<ul style="list-style-type: none"> <li>An in-house, custom reporting tool (Project Reporter) is used for reporting and analysis.</li> </ul>	
<b>Reporting</b> <a href="https://reporter.perficient.com">https://reporter.perficient.com</a>		Active Directory
<b>Collaboration – SharePoint</b> <a href="https://sharepoint.perficient.com">https://sharepoint.perficient.com</a>		Active Directory
<b>Forums</b> <a href="https://forums.perficient.com">https://forums.perficient.com</a>		Active Directory
<b>Service Desk</b> <a href="https://servicedesk.perficient.com">https://servicedesk.perficient.com</a>		Active Directory
<b>Agile Project Management - Bug/Issue Tracking</b> <a href="https://jira.perficient.com">https://jira.perficient.com</a>	<p>Perficient has licensed the Enterprise version of the Jira bug tracking application. This version includes all available options, including: project dashboards, advanced notifications, process modeling and workflows.</p> <p>Features:</p> <ul style="list-style-type: none"> <li>Manage bugs, features, tasks, improvements or any issue</li> <li>A clean and powerful user interface that is easy to understand for both business and technical users</li> <li>Map your business processes to custom workflows</li> <li>Track attachments, changes, components and versions</li> <li>Full text searching and powerful filtering (customisable, saveable, shareable and subscribeable!)</li> <li>Customizable dashboards and real-time statistics</li> <li>Enterprise permissioning and security</li> </ul> <p>Easily extended to and integrated with other systems (including email, RSS, Excel, XML and source control)</p> <ul style="list-style-type: none"> <li>Highly configurable notification options</li> </ul> <p>Web service enabled for programmatic control (SOAP, XML-RPC and REST interfaces)</p>	Active Directory
<b>Secure FTP</b> <a href="sftp://ftp.perficient.com">sftp://ftp.perficient.com</a>		Active Directory

<b>Source Control - Team Foundation Server</b> Contact the ServiceDesk for Access		Active Directory
<b>Source Control - Subversion</b> <a href="https://subversion.perficient.com">https://subversion.perficient.com</a>		Active Directory
<b>Wiki</b> <a href="https://wiki.perficient.com">https://wiki.perficient.com</a>		Active Directory
<b>Self Help Portal</b> <a href="https://serviceportal.perficient.com">https://serviceportal.perficient.com</a>		

## 10. Quick Links

1. Password Policy
  - a. <https://sharepoint.perficient.com/myperficient/it/Pages/Passwords.aspx>
2. Change Password
  - a. [https://sharepoint.perficient.com/myperficient/location/\\_layouts/PRFTPPasswordChange/changepassword.aspx](https://sharepoint.perficient.com/myperficient/location/_layouts/PRFTPPasswordChange/changepassword.aspx)
3. Mobile Device Support
  - a. <https://sharepoint.perficient.com/myperficient/it/Pages/mobile%20device%20support.aspx>
4. Outlook Training
  - a. <http://office.microsoft.com/en-us/support/training-FX101782702.aspx>