

# The Ops Center Onboarding Process

Onboarding is the process of integrating a new hire into the Operations ("Ops") Center organization and culture. However, this document only encapsulates the portion concerning the transition of a new hire into a position. Over time, this document will expand to incorporate all aspects of the onboarding process.

There are four primary stages to this process:

## Pre-boarding

Begins once a candidate has accepted and signed their formal job offer letter, which Serco HR has provided to them

## First day

Incorporates all actions taken on the new hire's official start date

## First week

Incorporates all FRTIB onboarding requirements and trainings during the first week of the new hire's official start date

## First 90 days

Incorporates all actions taken up to and including the FRTIB granting full system access to the new hire, and the new hire being fully trained to be successful in their role

This document is intended to provide you, the new hire's manager, with a concise outline of the tasks you will be accomplishing throughout the onboarding process, as well as provide you with a better understanding of the process as a whole. As this document does not provide specific instructions on how to accomplish these tasks, you will need to reference the *Onboarding Desk Guide*, or other such documents referenced herein, for further guidance.

## 1 Pre-boarding

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The *pre-boarding* stage begins once the candidate has received a formal job offer letter, signed their acceptance of the job being offered, and submitted the letter back to Serco HR.

1. Once HR notifies you that the candidate has returned their signed offer letter, email the new hire's name, email address, and phone number to the Fair Oaks (FO) Security Group at [Security.Group@fairoaks.serco-na.com](mailto:Security.Group@fairoaks.serco-na.com).

FO Security will contact the new hire to complete any initial paperwork. Two business days prior to the new hire's start date, FO Security will email the Personal Identity Verification (**PIV**) Sponsorship Spreadsheet to the FRTIB Office of Resource Management (**ORM**), with a Cc to the Contracting Officer Representatives (**CORs**) and Ops Center Program Director.

2. Upon receiving an email from Serco HR confirming the new hire is cleared for employment, complete the My HR MSS *Provisioning Form* on Serco's OurWorld portal.<sup>1</sup>
3. 2 – 3 business days prior to the new hire's start, do the following:
  - a. Email the new hire to confirm they have received details on their orientation at Serco headquarters, as well as provide them with the name and contact information of their point of contact whom they should call once they have arrived at the FO facility after orientation.
  - b. Complete the FO *New Hire/Transfer* form, and email it to the following parties:
    - FO IT Support Team
    - FO Security Group
    - Ops Center Program Controller
    - Ops Center Chief of Staff
    - Ops Center Quality Manager
  - c. For new hires that need to be sequestered, do the following:
    1. In Outlook, reserve Team Room B for "Sequestration".
    2. Request FOIT to set up a computer for the new hire in the sequestration room.
    3. Notify Ops Center Leadership that the room has been reserved for sequestration, and that any previously scheduled meetings must be rescheduled or moved to another room.

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<sup>1</sup> For instructions, refer to Serco's *New Employee Provisioning Form Reference Guide*.

## 2 First Day

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1. Upon the new hire's arrival at the FO facility, escort them to their cubicle, or to the sequestration room if necessary.
2. Within the first hour of their arrival, email the FO Security Group to notify them of the employee's arrival at the FO facility.

Someone from the FO Security Group will bring a facility badge to you and will confirm PIV Sponsorship details with the new hire to confirm all necessary PIV and e-QIP documentation is ready for submission.

## 3 First Week

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Within 2-3 business days after the new hire's start date, the new hire must schedule an appointment for PIV initiation and fingerprinting at FRTIB Headquarters. ORM will forward the new hire's fingerprints to the Office of Personnel Management (**OPM**).

1. Within 2 business days after the new hire's start date, initiate an Onboarding Request within ServiceNow<sup>2</sup> for the new hire, and provide them with all required forms and training instructions that they must complete in order to obtain full system access.

## 4 First 90 Days

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The expected wait time for the new hire to obtain full system access is two weeks from when their fingerprints were submitted to OPM (assuming all TSP-required trainings are complete). If the new hire's onboarding is still pending at that time, FO Security will request ORM to provide us with an update on the new hire's onboarding status.

Once the new hire's PIV card has been created, ORM will mail it to FO Security, who will then email ORM, with a Cc to the CORs, to confirm the PIV card's receipt

FO Security will provide the PIV card to the new hire, as well as provide them with instructions on how to activate the card. The new hire should immediately schedule an appointment to have their PIV card activated.<sup>3</sup>

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<sup>2</sup> Instructions provided in the *Onboarding Desk Guide*.

<sup>3</sup> PIV cards may be activated at FRTIB offices or at a local Shared Services Center.