

Company HR and IT Support Processes

Introduction

This document outlines the processes for obtaining support from the Human Resources (HR) and Information Technology (IT) departments within Stark Industries. Employees should follow the specified procedures to ensure efficient resolution of issues and requests.

Human Resources Support

1. HR Contact and Support Channels

Employees can reach out to HR through the following channels:

- HR Portal: Submit inquiries and requests via the HR Portal URL.
- Email: Contact HR at hr@starkindustries.com.
- Phone: Call the HR helpline at +1-800-555-IRON.
- In-Person Appointments: Schedule a meeting through the HR portal.

2. Common HR Requests & Processes

a. Onboarding & Offboarding

- New Employee Onboarding:
 - Completion of pre-employment paperwork.
 - Assignment of company assets.
 - Setup of payroll and benefits.
 - Orientation session.
- Employee Offboarding:
 - Exit interview.

- Return of company assets.
- Termination of system access.
- Final payroll processing.

b. Benefits & Payroll

- Health Insurance Enrollment: Available during onboarding and annual open enrollment.
- Payroll Issues: Addressed through HR or self-service via the payroll portal.
- Time Off Requests: Submit through the HR portal for manager approval.

c. Performance Management

- Annual Reviews: Conducted through the performance management system.
- Employee Grievances: Submit complaints via HR for resolution.
- Training & Development: Available courses listed on the learning portal.

IT Support

1. IT Contact and Support Channels

Employees can report IT-related issues through the following methods:

- Jira Service Desk: Submit tickets for IT support.
- Email: IT support email support@starkindustries.com.
- Phone: Call the IT support line at +1-800-555-TECH.
- Walk-in Support: Available at Stark Tower, IT Help Desk.

2. Common IT Issues & Resolution Paths

a. Access & Account Management

- New User Setup:

- HR submits an onboarding request.
- IT provisions company email, Active Directory account, and application access.
- Password Resets:
 - Use self-service password reset tools.
 - Contact IT if locked out.
- Application Access Requests:
 - Submit requests via ServiceNow for applications like Salesforce, SAP, and Slack.

b. Hardware & Software Support

- Laptop/Desktop Issues:
 - Submit a ticket in Jira for troubleshooting.
 - Walk-in support for urgent cases.
- Software Installation Requests:
 - Submit approval requests in Jira.
 - IT reviews and installs authorized software.
- Email & Communication Issues:
 - Report email issues to IT.
 - Check Outlook for scheduled maintenance notifications.

c. Network & Security

- VPN Access: Request access through Jira.
- Wi-Fi Issues: Restart the device; if unresolved, contact IT.
- Phishing & Cybersecurity Concerns:
 - Report suspicious emails to IT Security.
 - Complete mandatory security training annually.

d. Business Application Support

- ServiceNow: Used for access requests and IT service management.
- Jira: Used for IT issue tracking and project management.
- Microsoft Office 365 & Google Workspace:
 - Troubleshooting guides available in the IT portal.

- Submit tickets for unresolved issues.
- ERP & CRM Systems:
 - Submit access or issue reports via ServiceNow.

Frequently Asked Questions (FAQ)

HR FAQs

1. How do I update my personal details?
 - Log into the HR portal and update your information.
2. Where do I submit my timesheet?
 - Use the payroll system to submit and track time entries.
3. How do I report a workplace conflict?
 - Contact HR via email or submit an anonymous report through the HR portal.
4. What is the procedure for requesting remote work?
 - Submit a remote work request through the HR system for manager approval.

IT FAQs

1. I forgot my password; what should I do?
 - Use the self-service password reset tool or contact IT.
2. How do I request software installation?
 - Submit a request in Jira for IT approval.
3. Why is my email not working?
 - Check the IT portal for service status; if unresolved, submit a ticket.
4. How do I access the company VPN?
 - Ensure VPN credentials have been issued and follow the setup guide in the IT portal.
5. What do I do if I receive a phishing email?
 - Report it to IT security using the phishing report button in Outlook.

For additional support, refer to the HR and IT portals for detailed guides and troubleshooting steps.