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| **Standard Operating Procedures** |
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| **Perform IT Pre-boarding Activities** |
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| **v 0.05** |
|  |
| **Wed May 30 01:15:21 EDT 2018** |
|  |
| **In Progress** |

Contents

[**Perform IT Pre-boarding Activities(v. 1.0, In Progress)**](#_Toc4019381)

**[Process\_Seq\_Nbr].[Process\_Name]**

**Description**

This value-added activity’s objective is to provide new hires with the equipment that they need as quickly as possible, and as inexpensively as possible.

## **Perform IT Pre-boarding Activities(v. 1.0, In Progress)**

**Procedure**

**S1.2.1 New ticket for new hire**

|  |  |
| --- | --- |
| Roles | Assets |
| IT Specialist (R) | MESD (Su)Outlook (Su) |

**Steps:**

The ticket contains all of the information that is needed to execute this sub-process. This includes user information, equipment (software, hardware and supplies) requirements, urgency/start dates, access rights and more. HR must be consulted if any of the required information is missing (see "Provide user credentials" to see how).

**S1.2.2 Analyze ticket**

|  |  |
| --- | --- |
| Roles | Assets |
| IT Specialist (R) | MESD (Su)Outlook (Su) |

**Steps:**

A notification is received by email every time that a pre-boarding ticket is opened at https://helpdesk.quadient.group

**S1.2.3 Equipment in stock?**

|  |  |
| --- | --- |
| Roles | Assets |
| IT Specialist (R) | MESD (Su)Outlook (Su) |

**Steps:**

The ticket contains all of the information that is needed to execute this sub-process. This includes user information, equipment (software, hardware and supplies) requirements, urgency/start dates, access rights and more. HR must be consulted if any of the required information is missing (see "Provide user credentials" to see how).

**S1.2.4 Procure goods and services**

|  |  |
| --- | --- |
| Roles | Assets |
|  |  |

**S1.2.5 Allocate equipment to user**

|  |  |
| --- | --- |
| Roles | Assets |
| IT Specialist (R) | MESD (Su)Outlook (Su) |

**Steps:**

The ticket contains all of the information that is needed to execute this sub-process. This includes user information, equipment (software, hardware and supplies) requirements, urgency/start dates, access rights and more. HR must be consulted if any of the required information is missing (see "Provide user credentials" to see how).

**S1.2.6 Configure machine and user account**

|  |  |
| --- | --- |
| Roles | Assets |
| IT Specialist (R) | MESD (Su)Outlook (Su) |

**S1.2.1 New ticket for new hire**

|  |  |
| --- | --- |
| Roles | Assets |
| IT Specialist (R) | MESD (Su)Outlook (Su) |

**Steps:**

The ticket contains all of the information that is needed to execute this sub-process. This includes user information, equipment (software, hardware and supplies) requirements, urgency/start dates, access rights and more. HR must be consulted if any of the required information is missing (see "Provide user credentials" to see how).