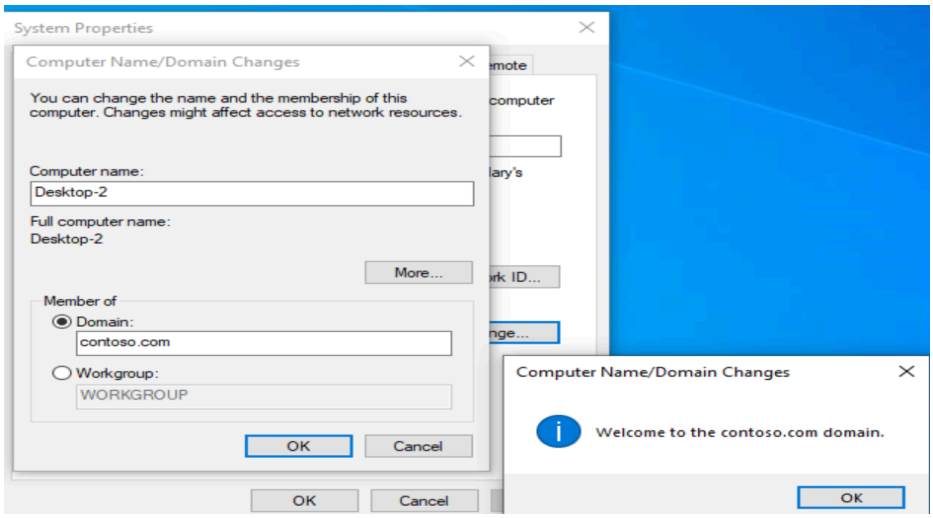
IT Onboarding Runbook (Windows AD)

Introduction

This runbook provides a standardized procedure for provisioning and configuring a new hire's workstation in a Windows Server Active Directory environment, ensuring consistency, security, and operational readiness. It covers joining the workstation to the domain, creating user accounts and departmental groups, setting up and securing departmental file shares, and creating Organizational Units (OUs). It also details configuring and linking Group Policy Objects (GPOs) to enforce security and user environment settings, along with PowerShell commands to verify installed applications and running services for compliance.

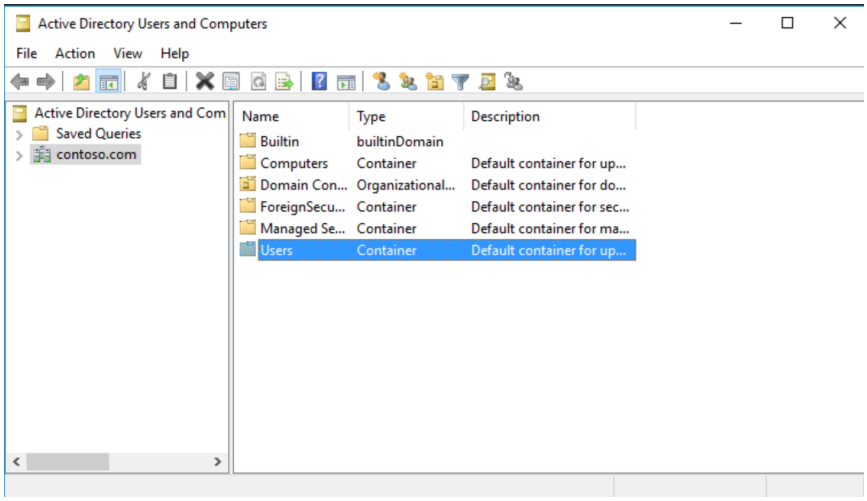
Step 1 – Join the Computer to the Domain

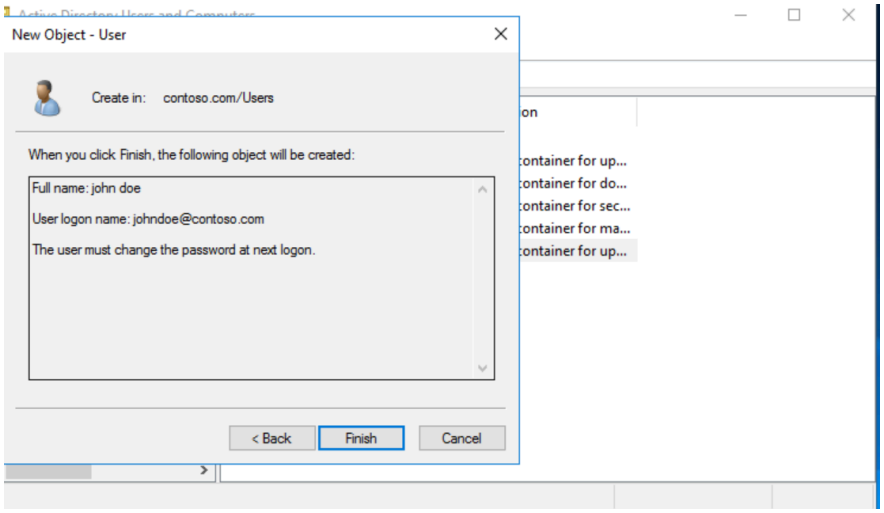
1. Log in to the workstation as a local administrator.
2. Go to **Settings** → **System** → **About** → **Rename this PC (Advanced)**.
3. Select **Member of domain**, type `contoso.com`, and click **OK**.
4. If an error says the domain controller cannot be contacted:
    - Go to **Control Panel** → **Network and Internet** → **Network Connections**.
    - Right-click your Ethernet adapter → **Properties** → select **Internet Protocol Version 4 (TCP/IPv4)**.
    - In the DNS server field, enter your domain controller's private IP (e.g., `192.168.1.10`).
5. Retry joining the domain, enter domain admin credentials, then reboot.



Step 2 – Create a New Hire User

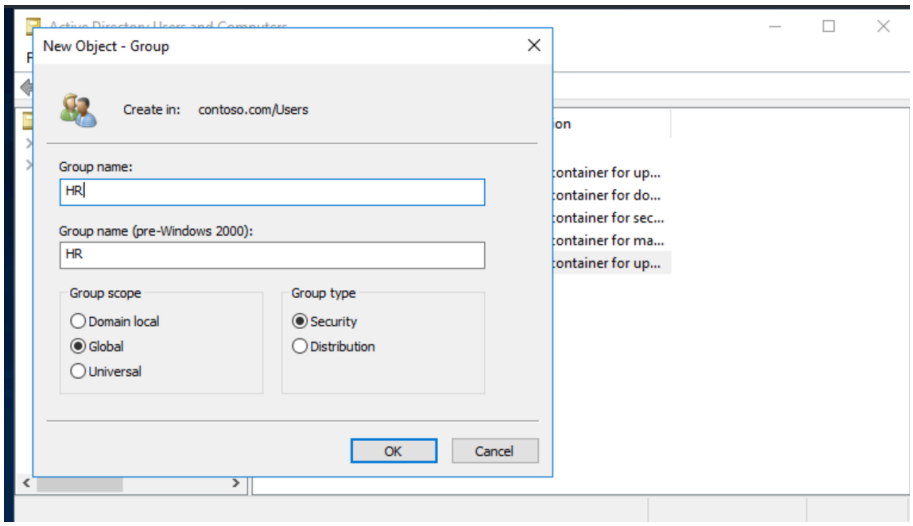
1. On the server, open **Active Directory Users and Computers (ADUC)**.
2. Select the **Users** container.
3. Right-click → **New** → **User**.
4. Enter first name, last name, and logon name.
5. Set a temporary password and check **User must change password at next logon**.
6. Click **Finish**.





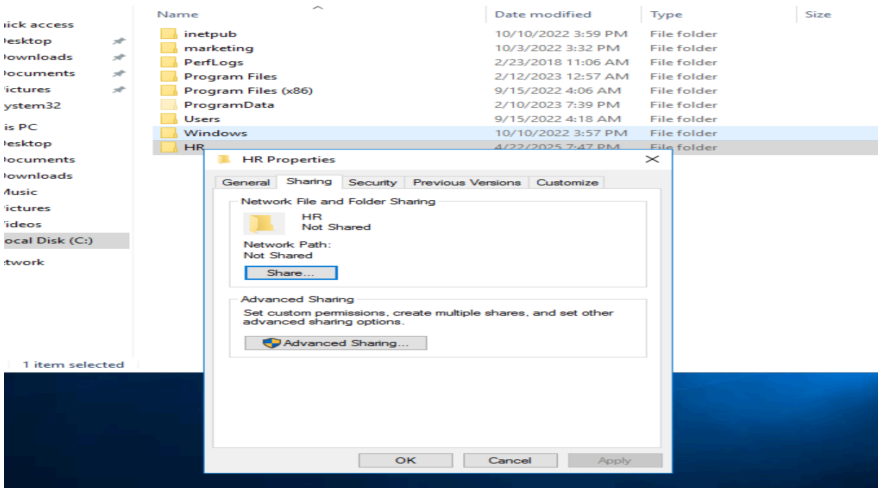
Step 3 – Create Department Group and Add User

1. In ADUC, right-click **Users** → **New** → **Group**.
2. Name it after the department (e.g., Sales).
3. Right-click the new hire's user → **Add to a group…** → enter the group name.



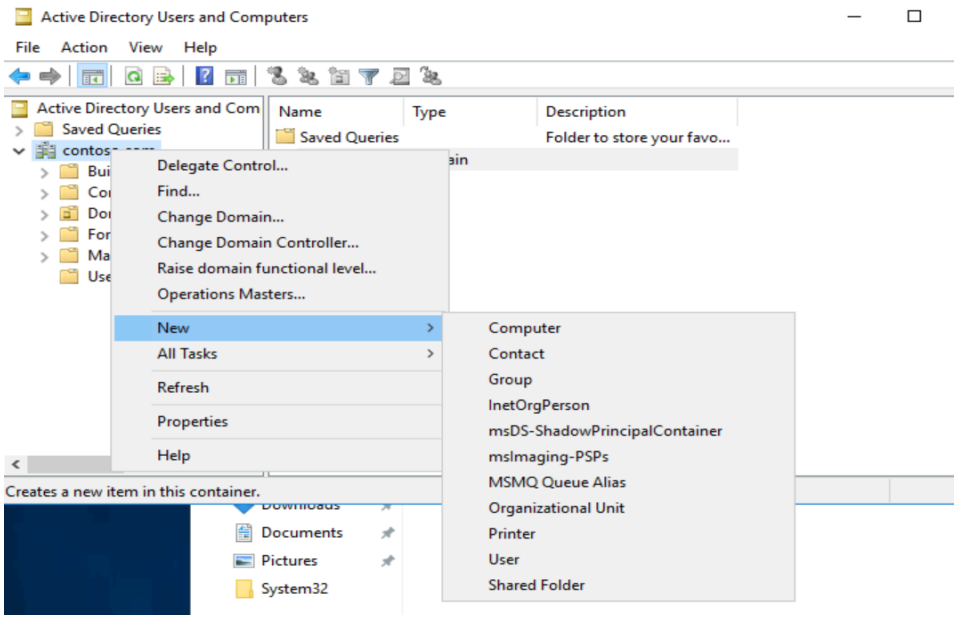
Step 4 – Create Departmental Share

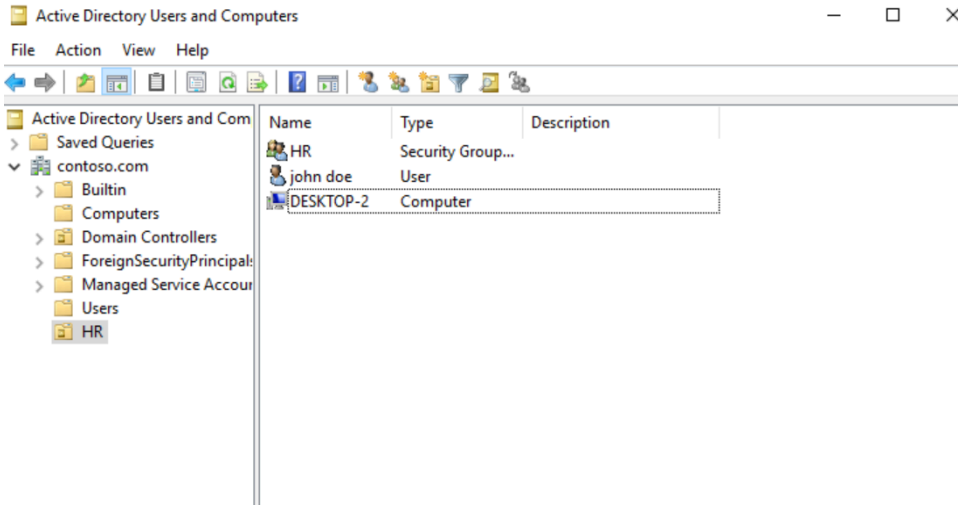
1. On the server, create `C:\Shares\Sales`.
2. Right-click folder → **Properties** → **Sharing** → **Advanced Sharing**.
3. Share with the department group (Allow: Read, Change).
4. In the Security tab, grant the group **Modify**.
5. Create `test.txt` inside.



Step 5 – Create OU and Move Objects

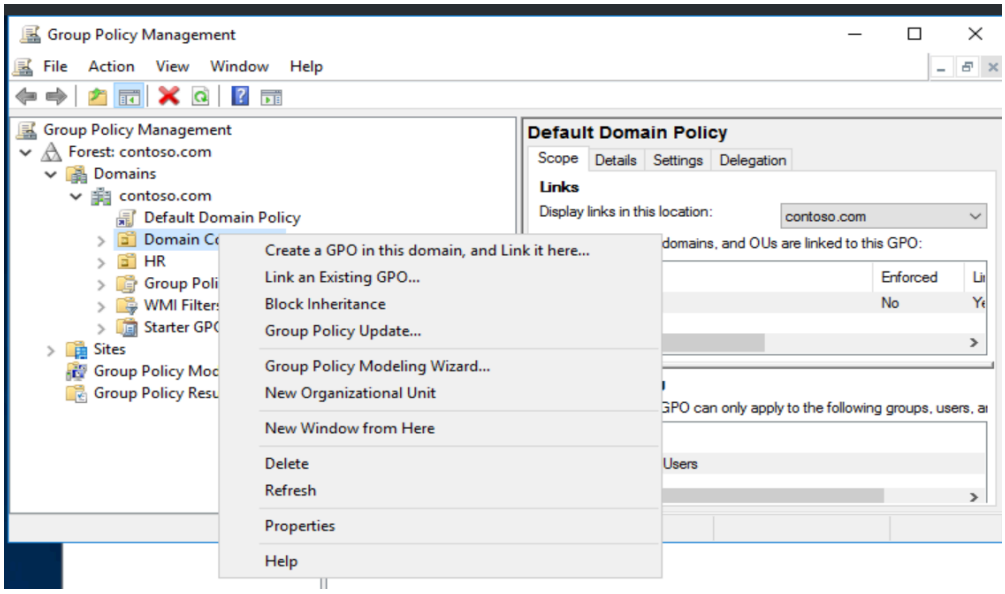
1. In ADUC, right-click domain root → **New** → **Organizational Unit** → name it after the department.
2. Move the new hire's user, group, and computer objects into the OU.



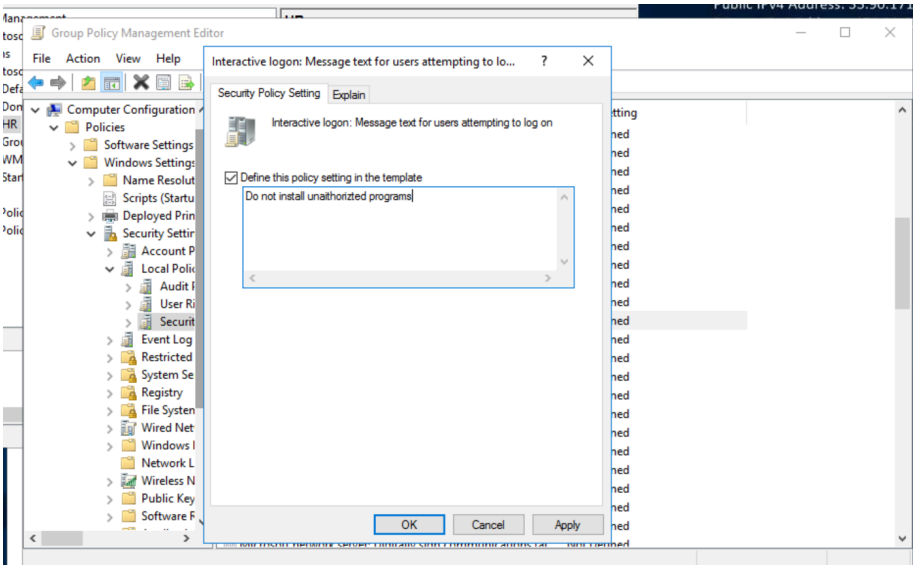


Step 6 – Apply GPO to OU

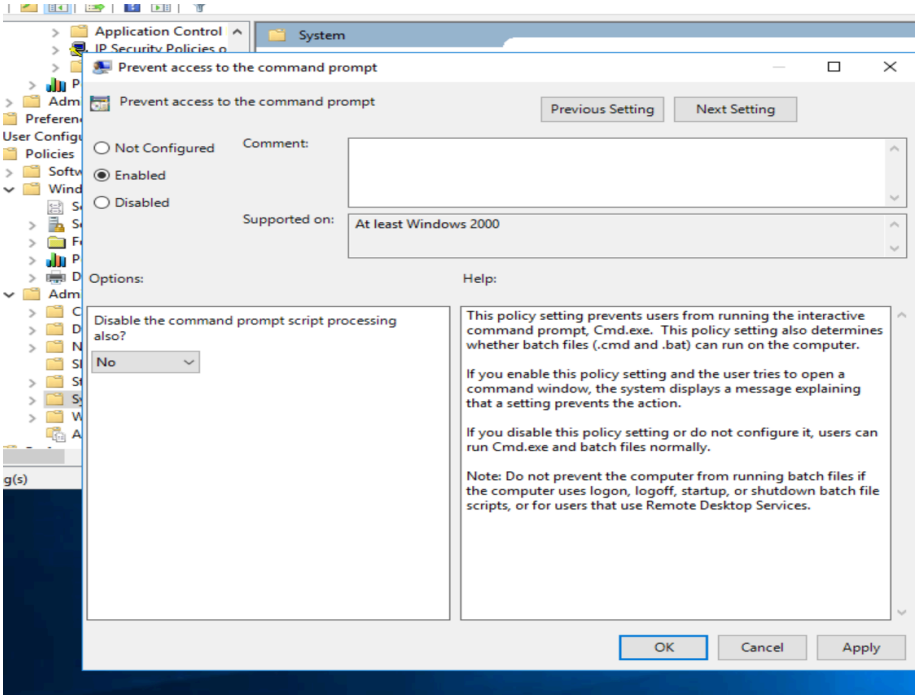
1. In **Group Policy Management**, create and link a new GPO to the OU.



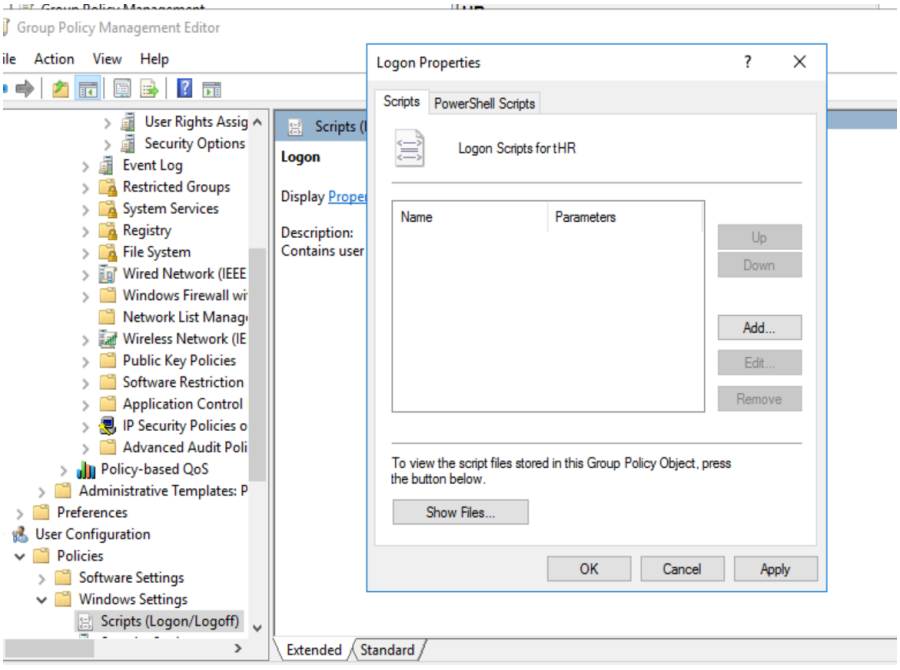
2. Edit the GPO to configure:
   - **Startup message**: Computer Config → Policies → Windows Settings → Security Settings → Local Policies → Security Options → set Interactive logon message.



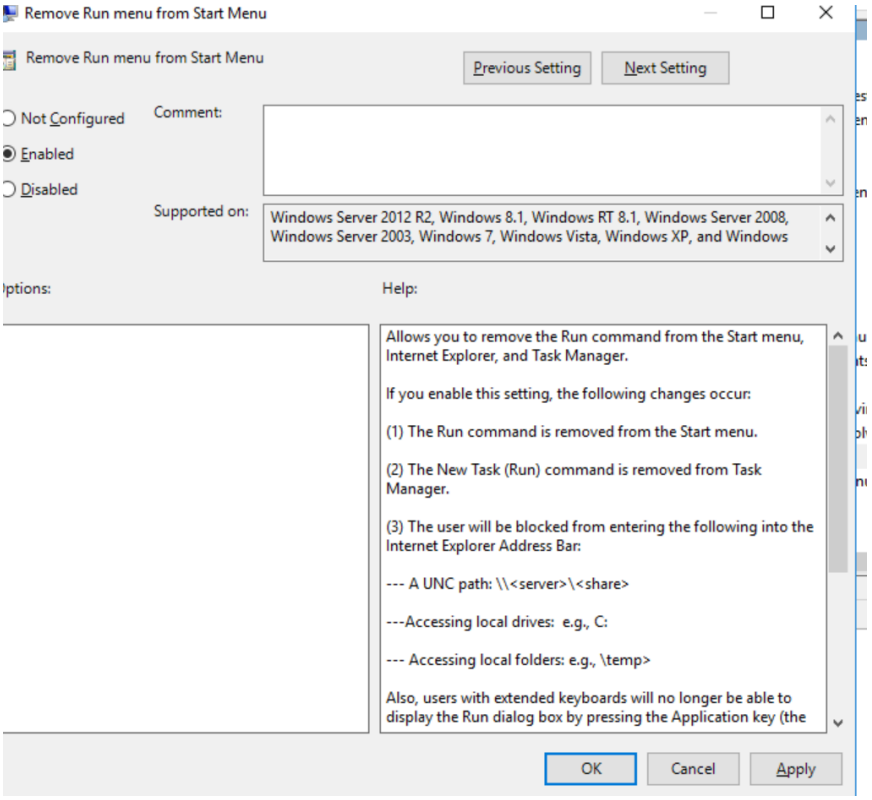
- **Disable Command Prompt**: User Config → Administrative Templates → System → Prevent access to the command prompt → Enabled.



- **Logon script**: User Config → Windows Settings → Scripts (Logon) → add `map-drive.bat`:
  net use S: \\SRV-FILE01\Sales /persistent:yes



- **Remove Run menu**: User Config → Administrative Templates → Start Menu and Taskbar → Remove Run menu from Start Menu → Enabled.

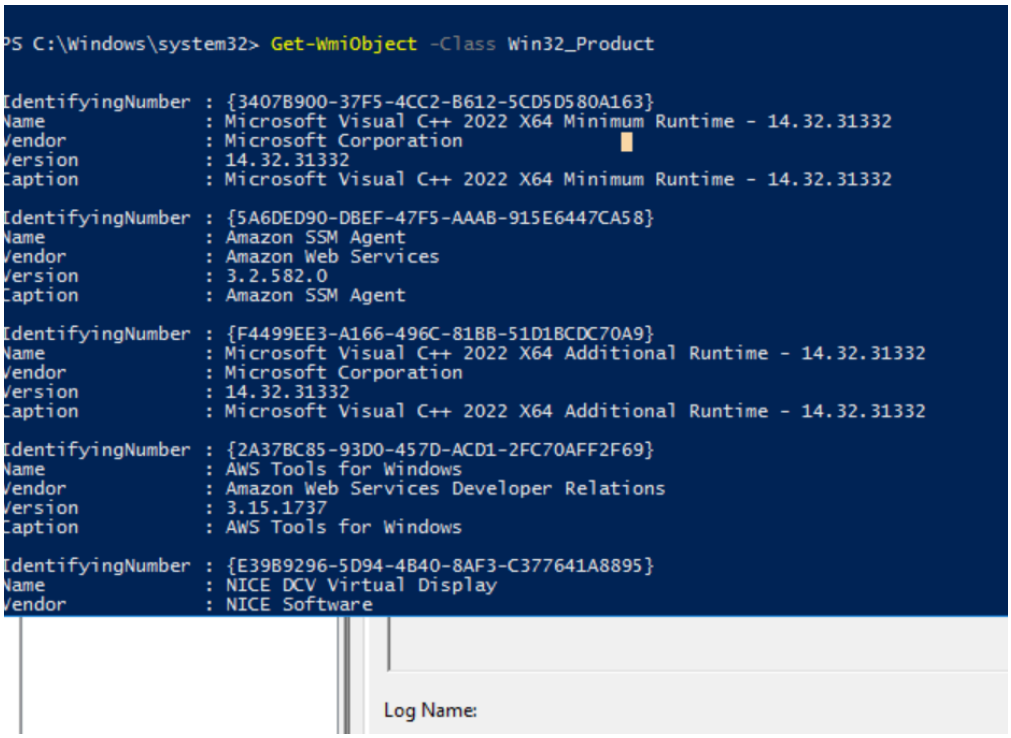


Step 7 – Verify Successful Logon

1. On the server, open **Event Viewer** → **Windows Logs** → **Security**.
2. Filter for **Event ID 4624** and the new hire's username.
3. Confirm logon type and timestamp.

Step 8 – Check Latest Installed Program

1. On the workstation, open **PowerShell**.
2. Run:
   Get-WmiObject Win32_Product | Sort-Object InstallDate -Descending | Select-Object -First 1
3. Review the output for the most recent installation.



Step 9 – Export Running Services

1. On the workstation, open **PowerShell**.
2. Run:
   Get-Service | Where-Object {$_.Status -eq 'Running'} | Out-File C:\Temp\running_services.txt
3. Check `C:\Temp\running_services.txt` for the list of running services.