

SR Referrals for Arriving and Departing Library Employees

Arriving Employee

Upon final hiring paperwork, Library Administrative Operations sends IDT Operations Manager and Library Facilities Coordinator an Email announcement of the new hire and his/her's supervisor. The IDT Operations Manager sends an Email message to the supervisor to request additional information. See below:

SUPERVISOR,

IDT has been notified of your new employee, [NAME](#). We need the following information in order to prepare the necessary Service Requests in preparation for [NAME'S](#) arrival on [xx/xx/xxxx](#):

The employee will receive a ROHAN (for email/website), Meeting Maker (for calendaring) and Arwen (for networked services) account. Is there any other accounts needed? Does the employee need login access to Millennium or Innopac? Will the employee be an AdAstra Scheduler?

For Arwen's networked services, what group membership (besides "Everyone") and access (i.e. Read, Write, etc.) is required? What shared directories/files will the employee need access to? Should [NAME'S](#) rights be equivalent to someone else's in your unit?

Which Library Mail List should the new employee's email address be added to?

What will the employee's Office room# be?

What will the employee's Office phone# be?

What is the barcode of the employee's workstation? (Please note: IDT will identify a computer, if none is at their office location)

Thank you.

All SR's below are created after receipt of the new employee's supervisor responses. All referrals are done at creation with SR set to ON HOLD for any missing info. The ON HOLD is removed when all info is known or a portion has been completed.

First Service Request

Problem Category – A. Accounts **Sub-Category - A. Servers/Validation**
Problem Description – Sample below with items that change in [blue](#).

FOR NEW STAFF EMPLOYEE - JOE BLOW (LL-405, 48859) ARRIVING
6/1/07

1. Assign the equipment below to the new employee - SEE SR# xxxxxxxx for barcodes and update the ORACLE Web Apps to reflect new employee's assignments for Hardware/Software.
2. Add new employee to Looklib.fp5 and Requester list in Request.fp5. Also add to the ORACLE Web Apps.
3. Add new employee to on-line LFOLKS & LFOLKSTEST IDT forms (submit, query, & feedback) and send IDT brochure.
4. Obtain a Meeting Maker account - for new employee and email notification of password/orientation.
5. Check/Acquire AdAstra account, if needed. Check/send request to Brian Moore, if Millennium or Innopac access is needed.

Staff Referral - Information Support

The following are handled by the staff member assigned:

- Updates databases with hardware and software assignments, facility changes, shared data adds, and updates employee pop-up lists in databases.
- Updates the on-line forms and mails IDT brochure to new employee.
- Obtains Meeting Maker Account from TNS for the new employee. Sends an Email with the username /password and requests orientation appointment with new employee.
- Obtains AdAstra account from Enrollment Services. Sends an Email with the username /password and requests orientation appointment with new employee.

2nd Referral – PAC Support (If Millennium or Innopac access is needed).

Refer Reason – Please handle Millennium or Innopac access

Second Service Request

Problem Category – A. Accounts Sub-Category - A. Servers/Validation

Problem Description – Sample below with items that change in blue.

FOR NEW STAFF EMPLOYEE - JOE BLOW (LL-405, 48859) ARRIVING
6/1/07

1. Please obtain a ROHAN server account (suggested name - JBLow) and submit an ALIAS request to point to the ROHAN account. Add the account to the following Mail Lists - XXXX and LFOLKS. Add names to Eudora Nicknames file. Send welcome email. Provide email address info to employee's supervisor, Mo Dotson, and Bea Briggs when it is ready for access.
2. Please create an NDS Tree Account name - JBLow and Initial password - #Lib1234. Setup JBLow with a personal directory in the ARWEN/Users/

IDT Protected PL2 Data

path and place a PUBLIC & a DROPBOX directory inside. Add to [XXXX](#) group.

3. Please add access to ARWEN/Share directory as follows: EQUIVALENT TO [XXXXX](#).
4. Hardware/Software will have a separate SR#[xxxxxxxx](#)

Staff Referral - Email Coordinator

- Creates Email Account on ROHAN for the new employee and provides Eudora username /password to Mo, Bea, and SANS technicians. Adds Email address to appropriate mailing lists. Updates nickname list. Sends Welcome email.

(Optional, if the employee was a Student previously with a ROHAN account))

- Changes the status of the ROHAN account for the new employee from STUDENT to STAFF.
- Updates ROHAN accounting.

2nd Referral - SANS

Refer Reason – Please handle 2 & 3.

- Creates ARWEN account/password login and group assignments for new employee.
- Creates personal directory and grants access to Share directory as requested.

Third Service Request

Problem Category – D. Hardware System Sub-Category – D. Workstation

Problem Description – Sample below with items that change in [blue](#).

FOR NEW STAFF EMPLOYEE - [JOE BLOW \(LL-405, 48859 \)](#) ARRIVING [6/1/07](#)

Please setup a computer workstation with A NEW Win XP IMAGE and a full complement of the standard software and the Eudora settings with the [JBLOW](#) account and password (see SR#[xxxxxxxx](#))

Staff Referral – SANS

- Sets up a computer workstation and installs in the appropriate office for the new employee.

Fourth Service Request (optional, if the employee is in the IDT unit)

Problem Category – E. Information Sub-Category - E. Internal Document

Problem Description – Sample below with items that change in [blue](#).

FOR NEW STAFF EMPLOYEE - JOE BLOW (LL-405, 48859) ARRIVING 6/1/07. Please submit work orders for keys, card access, and phone card for new employee JBLOW, who will start on 6/1/07. Also make necessary adjustments to IDT web pages.

Staff Referral - Information Support

- Prepares and sends paperwork to LibAdmin.
- Updates and/or creates affected IDT web pages.

Departing Employee

Upon resignation/retirement paperwork, Library Administrative Operations sends IDT Operations Manager and Library Facilities Coordinator an Email announcement of the departing employee. The IDT Operations Manager sends an Email message to the supervisor. See below:

SUPERVISOR,

InfoSys has been notified of your departing employee, XXXXXXXX . The deactivation process has begun. Upon official notification from Library Administrative Operations, IDT removes the employee from the following:

*Server Accounts and Directory Access
Meeting Maker/AdAstra Accounts
Email Accounts and mail lists*

We need the following information in order to prepare the necessary Service Requests:

Is the employee leaving campus? Reitering? Or moving to another department on campus and needs to maintain their campus technology accounts (i.e. Meeting Maker, ROHAN, etc.)?

Access to Library file servers will be denied one day after their End Date of XXXXXX, unless you provide a new End Date _____.

What is the barcode of the employee's workstation?

*Will you be holding the employee's hardware/software for any reason?
If Yes, Please provide reason*

_____.
_____.

If No, the hardware/software will be picked up and returned to inventory shortly for reassignment (generally 1 week after receipt of this email). If you have any concerns or questions about the pickup, please contact Carol Phillips within 1 week from the receipt of this notice.

Thank you.

All SR's below are created within 1 week from the receipt of this notice. All referrals are done at creation with SR set to ON HOLD for any missing info. The ON HOLD is removed when all info is known or a portion has been completed.

First Service Request

Problem Category – E. Information Sub-Category - E. Inventory

Problem Description – Sample below with items that change in blue.

FOR DEPARTING EMPLOYEE - JOE BLOW (LL-405, 48859) LAST DAY
6/2/07

Please inventory and return to IDT all hardware and software assigned to JBLOW prior to his/her departure from the Library.

Staff Referral - Operations

- Picks up hardware/software and returns it to inventory.
- Updates affected hardware records.

2nd Referral – Information Support

Refer Reason – Software changes needed.

- Updates affected software records.

Second Service Request (after employee has left)

Problem Category – A. Accounts Sub-Category - A. Servers/Validation

Problem Description – Sample below with items that change in blue.

FOR DEPARTING EMPLOYEE - JOE BLOW (LL-405, 48859) LAST DAY
6/2/07

Please remove personal access to library file servers, workgroups and workstations for JBLOW. Please change any group access password for any library database or files that the employee had access to.

Staff Referral - SANS

- Updates affected server privileges.

2nd Referral -Information Support (optional, if the employee is in the IDT unit

Refer Reason - Please change any group access password for any IDT databases that JBLOW has access to.

- Updates affected FileMaker and/or Oracle database privileges.

Third Service Request (after employee has left)

Problem Category – A. Accounts Sub-Category - A. Servers/Validation

Problem Description – Sample below with items that change in blue.

FOR DEPARTING EMPLOYEE - JOE BLOW (LL-405, 48859) LAST DAY
6/2/07

Please remove JBLOW from library Email lists xxxx, xxxx, and Lfolks. Please remove JBLOW from library maillists.doc and central nickname files.

Staff Referral - Email Coordinator

- Updates affected Email lists, the maillists.doc and the central nickname files.

2nd Referral - Information Support

Refer Reason - In case, they had Email accounts on other Library supported servers (ROHAN, Library, etc.) - a deletion or routing change may be needed.

- Updates other affected Library supported server records.

Fourth Service Request (after employee has left and if the employee is in the IDT unit)

Problem Category – E. Information Sub-Category - E. Internal Document

Problem Description – Sample below with items that change in blue.

FOR DEPARTING EMPLOYEE - JOE BLOW (LL-405, 48859) LAST DAY
6/2/07

Please submit work orders/verification for deletion keys, card access, and phone card for JBLOW upon departure. Also make necessary adjustments to all IDT web pages.

Staff Referral - Information Support

- Prepares and sends paperwork to LibAdmin.
- Updates and/or creates affected IDT web pages.