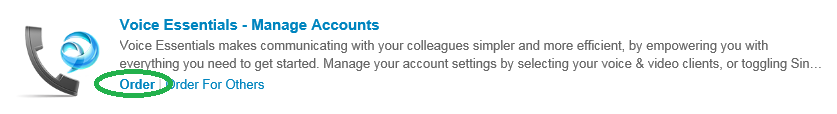
**Bank of America Contingent Worker Onboarding Instructions**

1. **Laptop and accounts setup**

* **Plug your computer in with the power cord and also hard-wire into the Cisco network with the provided Ethernet cable. Wireless cannot be used at this point.**
* Please follow the initial instructions in the pdf attachment that you received in your welcome email.
* **Please ensure that your computer reboots at the end of the pc setup assistant. You must do a reboot PRIOR to leaving the Cisco office location in order for you VPN to work.**
* Test VPN – search in Windows start menu for ‘Any.’ Launch the Cisco AnyConnect Secure Mobility Client tool. Be sure that you can connect to the VPN before leaving the Cisco Office location.
* It is recommended for the following steps that you use **Mozilla Firefox**. Many of the tools and applications work best with Mozilla. Please **do not** use Chrome.
* On the Cisco CEC webpage (default website – wwwin.cisco.com), search for yourself in the directory at the top right corner. Edit your profile to include contact information and location. Your work phone number will not appear here yet, as you will request it in the next step. Please complete before requesting extension mobility account so that you are assigned a phone number relative to your location.
* **If you have difficulty with any of the below steps, please contact IT at \*88\* from a Cisco phone or 408-526-8888 from an external phone.**

1. **Voice Essentials (to receive work phone number)**

* Verify that your location in the directory is correct: <http://wwwin-tools.cisco.com/dir/>
* If not, please reach out to your staffing company. They will need to update you location in the Fieldglass tool. Once they complete the update, it will take 24-48 hours to reflect in the directory
* Once office location is updated in Cisco directory you can request extension number via eStore:
  + - estore.cisco.com
    - Search for “Voice Essentials – Manage Accounts” and then press “Order”



* You will receive an email containing your work phone number once it has been approved and assigned to you. You phone number will automatically be populated into your directory profile.
* Visit voicemail.cisco.com & phone.cisco.com to set up your voicemail and phone settings.
* You can have your phone ring through Jabber on your laptop.
* In Jabber go to Settings > File > Options > Accounts. Here you can input your user name and password under phone and voicemail.

1. **Additional Items**

* Set up your profile per the instructions in the below link

<https://learn.cisco.com/>

* Review and complete the mandatory trainings found on the following page. The first training is for DCP Time Entry, which should be complete as soon as possible. More on this in the next section

<http://glms.cisco.com/ems?ssp=OfferingRegistration&id=Vk9EMDAzNDYyNzM=&>

1. **Time Reporting**
   1. **DCP Time Entry**

Everyone working for Advanced Services (both contractors and full time employees, including managers, directors, etc.) needs to report on a weekly basis what he/she was working on - to be clear, from the beginning of FY16 this concerns both contractors engaged for multiple projects (Staff Augmentation) and also contractors engaged for single project (Time & Materials). The difference is that Staff Augmentation contractors log time to several projects (PIDs), while Time & Materials contractors log everything to one project (PID). **The only exception is for fixed price contractors in Italy, Brazil, Argentina, Chile – they do not need to log time in DCP.**

The Delivery Collaboration Portal (DCP) will be the single time entry tool used to capture hours against project IDs (PIDs). There are multiple steps you need to take before you have access to the system. You must complete the training, pass a COLT test, and request access in Access Request Tool (ART).

Steps for completing the training and COLT:

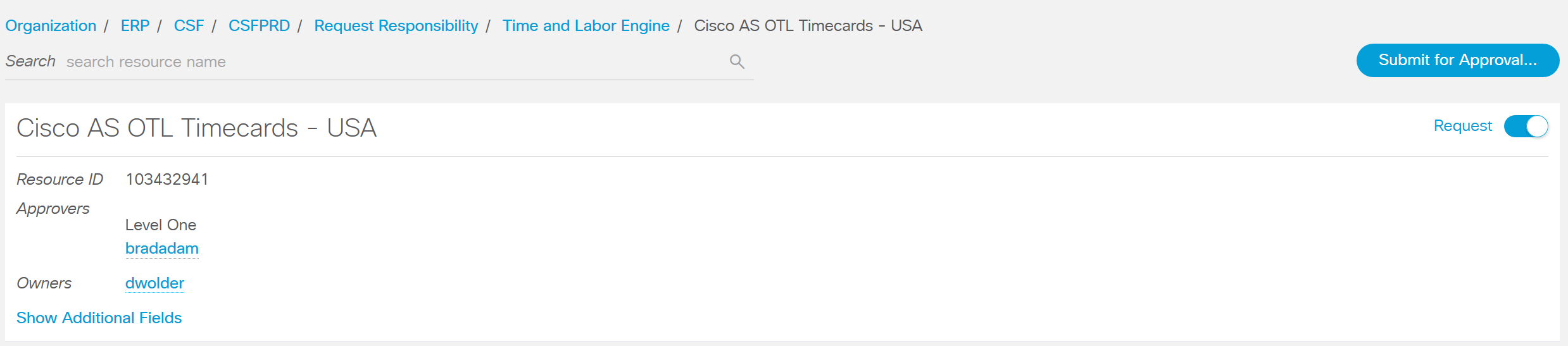
* Click [here](http://glms.cisco.com/ems?ssp=OfferingRegistration&id=Vk9EMDAzNDYyNzM=&)
* Launch the training and then COLT

Steps for requesting access via ART (you may need to wait 24 hours after passing the COLT to request the access):

* Access [ART](https://edsart-prod-rcdn.cloudapps.cisco.com/createRequest)
* In the search bar, search for ID: 103432941
* The following result should come up:

ERP:CSF:CSFPRD:Request Responsibility:Time and Labor Engine:Cisco AS OTL Timecards - USA

* Click on it
* Toggle the Request button on the right side to blue



* Click **Submit for Approval**
* Enter a Justification (minimum 20 characters)
* Click Submit for Approval
* The request will go to your manager for approval
* After your manager approves, the request will go to a provisioning team for approval
* **Begin submitting timecards in** [**DCP**](https://dcp.cisco.com/dcpplat/dcp/landing#/timeentryMgmt)

**Please see below for DCP Time Entry guidelines:**

* Everyone working for Advanced Services, including contractors, needs to report time in DCP on a weekly basis – to be clear this concerns contractors engaged for multiple projects (Staff Augmentation) and, from the begging of FY16, also the ones engaged for single project (Time & Materials). **The only exception is for fixed price contractors in Italy, Brazil, Argentina, Chile – they do not need to log time in DCP.**
* Please submit your time card for a given week ideally on Friday afternoon, the ultimate deadline is **midnight EST on Saturday** for Bank of America resources (apart from the last week of every Cisco Financial Quarter – then ultimate deadline is on Friday 8pm EST) – **100% on-time submission compliance is expected!** Timely and accurate time charging is extremely important, especially for the Bank of America engagement, as the time logged in DCP by resources is used to invoice the customer
* You can log time for four weeks in advance, and also edit entries for four weeks back
* When logging time in DCP you specify the amount of hours worked on a particular project in a given week
* For each project you work on there is a 6-digit Project ID, in short PID (in the format 7XXXXX or 8XXXXX) that should be given to you by the Project Manager (along with particular task/activity name within the PID) after you are assigned by the Work Manager (VM) to work on this particular engagement
* Please note that the PM needs to officially assign you in DCP to every project/PID you work on – then this is being approved by the VM
* Until you are officially assigned to a project/PID in DCP by the PM and until the VM approves, you cannot log time to this particular project – that is why it is important to approach the PM for the assignment!
* In general you should not book time to a “Non-billable exception task” under the project PID – when you are being assigned to a given PID by the PM, he needs to assign you to particular task/activity; this task can be used on exceptional basis and after the PM makes proper project assignment, DCP needs to be updated to remove any logs to the “Non-billable exception task”
* There is also an Admin PID to which you should log the general administrative tasks you are performing (e.g., team meeting, fixing laptop issue, mandatory trainings, 1:1 with your manager, etc.) – depending on what you were exactly doing, you need to select respective task under Admin PID in DCP
* If you do not work at all for one week, you cannot submit a time card for zero hours, or else you will show as non-compliant. Please submit 1 hour to your Admin PID in this case. Other than this scenario, you should not add unworked hours to your DCP time card
* A total of 40 hours per week can be exceeded only with written approval from your line manager and the VM for overtime – **the approval is needed prior to the overtime taking place**
* On a weekly basis, a so called Customer Facing Utilization (CFU) is being calculated for everyone working in Advanced Services; the calculation is done based on the hours submitted in DCP, and is a ratio of the hours worked on a customer project(s) to the weekly hours target (as stated above, 40 hours for most countries)
* Hours logged to admin PID are not counted towards the CFU
* **The CFU target (validated on weekly, quarterly and yearly basis) is 95%** (what means that up to 5% of time can be logged to admin PID) **–** it is one of the factors taken into account when evaluating renewal of a given contract
* The number of days/hours charged to projects/PIDs in DCP must be consistent with the timesheet submitted at the end of the month to your line manager and VM, and then to your sourcing company – based on this Cisco is making payment to the sourcing company, and the sourcing company to you – see next section for guidelines around Timesheet submission
* For further guidance regarding AS Time Card Policy and AS Time Entry procedure please refer to the attached files:

1. **Mandatory “Customer Data Protection (CDP)” Training**

All Advanced Services employees are required to complete the Customer Data Protection training. Instructions are listed below. After you complete this, you’ll receive COLT training credit for completion. As employees, you are the best resource for protecting our customer data. For more information on CDP, visit [cdp.cisco.com](http://wwwin.cisco.com/services/resources/data-protection/#cdpDocsTab=0).

1. Go to [Data Protection Training](http://wwwin.cisco.com/c/cec/organizations/cisco-services/resources/data-protection/cdp-training.html) and complete the trainings listed there
2. **Business Travel (T&E)**

* In case you are being asked by your VM, or by the respective Project Manager, to go on a business trip (e.g., customer visit) you need to work with your sourcing company on all travel arrangements including flights (economy class), hotels, transfers, etc. – please start with putting together trip cost estimate which is then submitted for approval before any actual booking is made
* Alternatively, you can use Cisco Travel Network (CTN) portal for booking your plane tickets and hotel yourself. This approach allows you to take advantage of the Cisco negotiated flight and hotel rates. The plane tickets will get billed to the credit card provided during creation of your profile, while for hotel credit card is only used for booking purposes and the payment itself is done at the hotel. For each booking please make sure to provide correct Project ID (PID) of the project with which the particular business trip is associated. CTN portal may be accessed <https://apps.na.collabserv.com/>
* Each business trip needs to be **preapproved** by your VM or the respective PM – for this submit to your line VM and/or PM the trip cost estimate via e-mail, copying your line manager
* Upon approval by the line manager and VM you may proceed with trip finalization (purchasing tickets, booking hotels, etc.)
* After the trip you submit the summary of the expenses incurred during the business trip, along with the respective receipts, together with your timesheet for the particular month
* For any unforeseen circumstances occurred during the business trip please contact your line manager and the VM
* Please note that Cisco will reimburse only for the expenses and up to the value submitted for preapproval (unless this is a result of some unforeseen circumstances and has been agreed with your line manager and the VM)

**IMPORTANT: T&E is defined as ordinary & necessary business expenses including transportation, lodging, meal costs and minor expenses required to complete the expected job function or role. The following items are not reimbursed as per Cisco policies:**

* Airline/transportation upgrades
* Full size or special class car rentals
* Multiple car rentals at same location
* Rental car GPS fees
* Cellular/Mobile phone fees
* Purchases of any equipment
* Hotel laundry service or movie fees
* Minibar
* Alcoholic beverages within meals
* Credit card fees or Club fees
* Charges without supporting documents
* Any charges out of policy or against Cisco Code of Business Conduct

1. **Frequently Asked Questions**

**Q: Will Cisco be providing me with a mobile phone, headset or other peripherals?**

A: If you are a contractor, Cisco will not be providing a mobile phone or any laptop peripherals. Please discuss with your sourcing company their arrangements for providing mobile phones or laptop peripherals.

**Q: How can I update my preferred name in the directory? (Ex: Ed instead of Edward)**

A: Visit the following link. Click Contingent Worker Self Service, then Preferred name change

<https://wwwin-hrprd.cisco.com/OA_HTML/OA.jsp?page=/oracle/apps/fnd/framework/navigate/webui/HomePG&akRegionApplicationId=0&navRespId=50630&navRespAppId=800&navSecGrpId=29&transactionid=334639643&oapc=2&oas=v94JZhuSkSw9U-g3qwYf0w>..

**Q: I am all set up, what do I do now?**

A: Please let your Work Manager know that you are set up and ready to begin training and work. Training and work assignments will come from your Work Manager and/or your Team Lead.

**Q: Who do I contact for technical issues?**

A: Internal Support Contact Numbers can be found [here](http://wwwin.cisco.com/c/cec/support/numbers.html). US/Can number: 408-526-8888

**Q: Questions about your day-to-day responsibilities?**

A: Contact your work manager, as found in the directory and in your welcome email.