

GSD. General - User Offboarding Request

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General Information:

Possible symptoms/errors:

User wants to raise an offboarding request. An employee is leaving the company and needs their IT services to be cancelled.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Offboarding Requests are sent from:

FDT OCC Administration Team Directly from end users FDT Accounting Local-IT Teams DE-RM

Nucleus-Kabi Further Support Teams such as Ext_WW_Collaboration_SLS_Capgemini, etc...

Offboarding Request can be raised:

Via phone -> An incident creation is mandatory. Via Mail -> leads to Incident creation. Via Service Portal

-> https://fnc.service-now.com/sp?id=sc_cat_item&sys_id=1578ada4db60cd106fa0a6cbd3961975

Offboarding Manual:

For information on how end users can retire their own services please check KB0012258:

https://fnc.service-now.com/sp?id=kb_article_view&sysparm_article=KB0012258 In case of single services to be retired inform customer to use Self-Service and retire the affected service directly via Service Portal. If an End user/ User Admin Team requests a user offboarding, following the steps needs to be performed for this to be executed:

Step 1: Ensure that all services need to be retired by asking the caller of the incident for a confirmation and in case the user should be offboarded and the affected user/s doesn't have any manager maintained (cost center manager or account manager) the caller should provide this information to proceed with the user offboarding request.

Step 2: Check user Services via CIs List and user Offboarding form: Offboarding Form: https://fnc.service-now.com/sp?id=sc_cat_item&sys_id=afee58a3db273b0070ad29da4b9619be Configuration items: https://fnc.service-now.com/cmdb_ci_list.do?sysparm_query=assigned_to.emailIN%2C%5Eu_active%3Dtrue&sysparm_first_row=1&sysparm_view=

If no manager/approver is entered, ask the caller of the incident to name an approver for the retirement request.

email template:

Dear customer, Thank you for contacting our support. Please confirm that all active services of the following affected user should be retired permanently. And provide us with the email-address and name of user manager (if not already provided). Thank you in advance. Kind regards, Global Service Desk

Step 3: Ensure that all required information have been provided (Email-address of affected user(s), Manager/Approver Name, Caller confirmation)

Step 4: Perform Offboarding by creating an Offboarding request and/or Follow up incident for the not covered Services in the Offboarding Request form. The request only covers IT Services ordered via the ServiceNow IT Service Portal. Note that the retirement date is always set to 7 days after request creation.

NOTE: Services not covered in Offboarding Request are the services listed in the Configuration Item list but not in the offboarding form. (s. Follow up section)

Step 5 Follow up (if necessary): For services that are not covered in the Offboarding Form, a Follow Up incident can be created as follows:

Via the main incident, first click on the burger button next to the incident number. Click on "Create Follow-up Incident".

A new incident will be created with the same content and categorization of the main incident. To adjust the incident content, a template can be selected according to the affected Service, that need to be retired. Click on the three dots next to submit then on Toggle Template Bar

A Template Bar will open on the bottom.

A Template can be selected depending on the affected service. The Assignment Group and Description are filled in automatically after template selection.

If a Sharepoint team/site is listed as an active CI for the affected user, caller can be asked to whom the Team should be reassigned.

In case caller can't provide feedback, then ask Key Users/Deputies of the Sharepoint Team. Then create a Follow up incident for the "DXC FLS Team" to reassign the Team and adjust the Site owner.

Step 6 : Inform the caller that an offboarding request/FUPs have been created and resolve the Incident with a summary of the performed actions.

email template:

Dear customer, The active services of the affected user will be retired in the following request: The below Follow Up incidents have been created: (if necessary) All services will be stopped on2022. In case of any questions do not hesitate to contact us again. Kind regards, Global Service Desk

Exceptions:

For any retirement (follow-up or offboarding that concerns more than 1 user) the platform owner team should first approve the action before the support group take action. Hardware (Laptop/Computer/Phone...) don't require an offboarding. eDMS/LDMS Service Retirement need to be requested separately via the link below: https://fnc.service-now.com/sp?id=sc_cat_item_guide&sys_id=fae5ee92377c5b40a2b8466754990e14 https://fnc.service-now.com/sp?id=sc_cat_item_guide&sys_id=3b3b7d31db8c2b042b1c298a48961985

If no template for a Follow up is created and the service is not covered from the offboarding form, the ServiceNow SLS Team can be involved.

Assignment Group:

Ext_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A