\*\*Title:\*\* New Employee Onboarding: IT Setup for MacBook Pro

\*\*Purpose:\*\* This Standard Operating Procedure (SOP) outlines the steps to set up a new employee's MacBook Pro, including account creation, device provisioning, software installation, network access, and security best practices.

\*\*Scope:\*\* This SOP applies to all IT staff responsible for setting up MacBook Pro devices for new employees at EL Sol NEC.

\*\*Prerequisites:\*\*

- Access to the internal ticketing system

- Access to InvGate Agent

- Access to the latest macOS version and security patches

- Employee's full name, job title, department, start date, and supervisor

\*\*Steps:\*\*

1. Assign a ticket labeled “IT Onboarding – [Employee Name]” in the internal ticketing system.

2. Provision the MacBook Pro using the Device Setup and Configuration SOP.

3. Set up the user account, provide applicable permissions, and assign a Microsoft 365 license and other licenses as needed.

4. Enroll the device in InvGate Agent.

5. Update the MacBook Pro to the latest macOS version and security patches.

6. Create a local admin account for IT use and a standard user profile for the assigned employee. Set an initial password and require reset on first login.

7. Install Office 365, VS Code, and any department-specific software as needed.

8. Configure user settings, including web browsers, security software, Adobe Reader, Zoom, PDF tools, or others as specified by the role.

9. Ensure Device Receipt Acknowledgment Form is signed and stored digitally. If the employee is remote, securely ship the device and provide tracking information to HR.

10. Provide the employee supervisor with a summary of accounts and devices provisioned.

11. Verify successful login and access to core systems within 24 hours of the start date. Provide Tier 1 support if login or connectivity issues arise.

12. Record the asset in InvGate and assign an asset tag.

\*\*Troubleshooting (Optional):\*\* Common issues may include software installation errors, network connectivity problems, or device enrollment issues. Consult the internal IT Support team for assistance.

\*\*References (Optional):\*\* Internal Document Snippet 1, Internal Document Snippet 2, Internal Document Snippet 3, Internal Document Snippet 4, Internal Document Snippet 5, External Information (Web Search) - We will guide you through an IT onboarding checklist that will help streamline the process and set your new hires up for success.