New Employee Onboarding IT Setup Training for Hiring Managers

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The project started as a yellow belt lean training to lean out the IT onboarding process.

Scope/Problem Statement

New staff members do not always have basic computer access on day one of employment. It usually takes multiple days and trips before the employee is fully functional with computer access. The goal of the project is to get basic computer access to the new employee on day one in one trip. Basic computer access is defined by the following: a computer, access to GSC network drives, access to a Granite.edu email address, and a telephone.

Process Maps

Current State

Future State
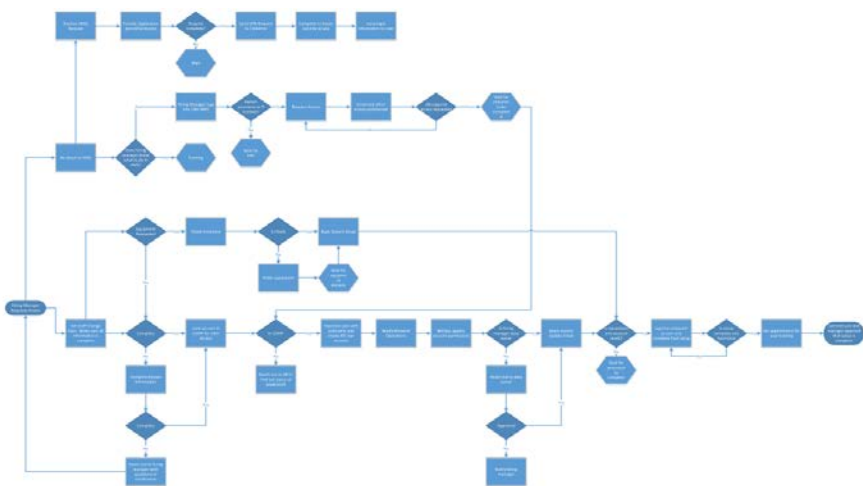
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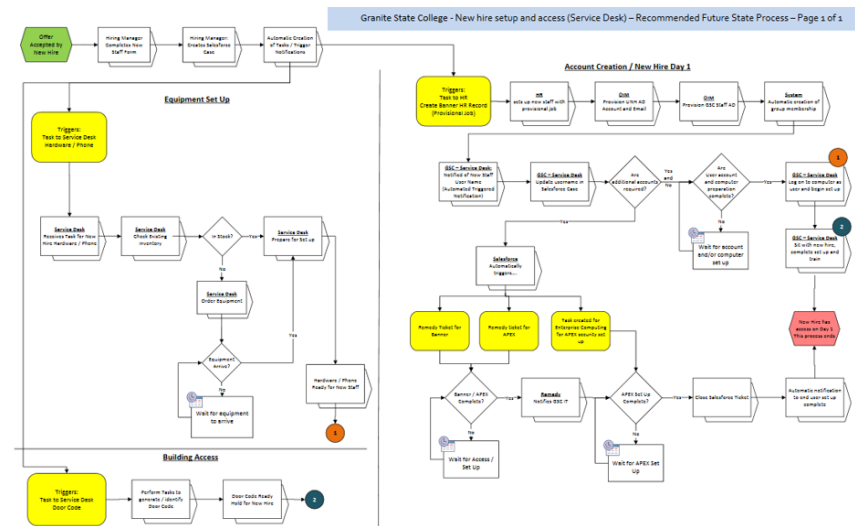
Lean Process Recommendations

- Work with HR department to implement provisional jobs in Banner HR.
- Train hiring managers.
- Modify staff change form. (Form Assembly)
- Modify case creation in Salesforce. (tasks, email triggers)
- Implement OIM account provisioning on GSC domain.
- Implement Salesforce integration with UNH ITSM Tool. (Team Dynamics)
- Create training packets for new hires.
- Complete file consolidation project. (Infrastructure Team)

Project Revived

The project was revived in January of 2020. During the first few meetings it was found that several of the recommendations were not possible.

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Project Transformation

After realizing that many of the recommendations were not possible we decided to take a different approach to the project. This was confirmed after meeting with a new hiring manager that was unsatisfied with his new employees onboarding experience.

Hiring managers do not understand the process to request IT access and equipment for new employees.

Reasons: The hiring managers are new to the hiring process, they do not run through the hiring process on a regular interval, and the process is confusing.

Project Now

The project has now turned into training with training materials for hiring managers.

1. Create the training materials. (Complete by May 1st, 2020)
2. Create training class for hiring managers. (Complete by May 15th, 2020)
3. Schedule training dates at end of May 2020 through June 2020.
4. Make training materials available online to hiring managers. (June 2020)
5. Record training session via Zoom for new hiring managers or managers looking for a refresh. (June 2020)

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In Closing

This is phase 1 of the original project. I hope to be able to move forward on other recommendations that came out of the lean yellow belt process.

These would include:
- Modify staff change form. (Form Assembly)
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