

School Processes

- [Process: Long-Term CRT Account and Device Setup](#)
- [Process: New Staff Member - I.T. Onboarding and Laptop Assignment](#)
- [Process: Staff Departure - I.T. Offboarding and Equipment Return](#)
- [Process: Creating Strong and Memorable Passwords](#)

Process: Long-Term CRT Account and Device Setup

Step 1: Entry into Cases21

- The user's details must be **added to Cases21**.
- This action will automatically **provision accounts in both Compass and Canvas**.

Step 2: @education Email Setup

- The user **must have an active @education email account**.
- If not already created, this step should be initiated as soon as possible.

Step 3: Temporary Access

- While waiting for **@education email and Cases21 entry to be completed**, the Long-Term CRT may **use a standard CRT laptop**.
- **Maximum temporary use time: 2 weeks**.

Step 4: Device Setup

- Once **@education email is active** and **Cases21 entry is confirmed**, the IT team can **begin setting up a dedicated device** for the Long-Term CRT.

Process: New Staff Member – I.T. Onboarding and Laptop Assignment

Step 1: Form Submission

- **Action:** Front office staff complete the **New Staff Member Form** via the **Administration Dashboard**.

Step 2: Ticket Generation

- **Action:** Form submission **automatically generates a ticket** in **Zammad** (I.T. ticketing system).
-

Laptop and Device Assignment (If Required)

Step 3: Laptop Assignment (General)

- **Condition:** A laptop is requested or required.
- **Action:** I.T. sets up an available laptop and assigns it to the staff member in **SnipeIT** (Asset Management System).

Step 4: DE Notebook Program Enrollment

- **Action:** The staff member is **added to the DE Notebook Program**.

Step 5: DE Notebook Program Assignment

- **Condition:** A laptop is required **and available through the DE program**.
- **Action:** The laptop is assigned to the staff member in the **DE Notebook Program**.

Step 6: Staff Loan Laptop Assignment

- **Condition:** No DE laptop is available.
- **Action:** I.T. **assigns a staff loan laptop** to the staff member.

Step 7: Laptop Order (if needed)

- **Condition:** A DE laptop is not available, and a laptop is still required.
- **Action:** I.T. **contacts the DE Notebook Program to place a laptop order**.

Account and Permissions Setup

Step 8: WRC Account Setup

- **Action:** I.T. creates a **WRC account** for the staff member with **minimal default permissions**.

Step 9: Additional Permissions (If Required)

- **Condition:** Additional system or network permissions are needed.
- **Action:** The **Department Head** completes the **Permissions Request Form** available on the **Staff and Administration Dashboards**.

Final Notification

Step 10: Email Notification to Department Head

- **Action:** I.T. sends an email (via Zammad) to the **Department Head**, notifying:
 - The staff member's **login credentials** are ready.
 - The **assigned laptop**, if applicable, is available for collection from the **I.T. Office in DWing**.

Process: Staff Departure – I.T. Offboarding and Equipment Return

Step 1: Notification of Departure

- **Condition:** A staff member is leaving the organization.
- **Action:** The **departing staff member or their supervisor** notifies **Front Office staff** of the upcoming departure.

Step 2: Completion of Exit Form

- **Action:** Front Office staff complete the **Exit Form** via the **Administration Dashboard**.

Step 3: Ticket Generation

- **Action:** Exit Form submission **automatically generates a ticket** in **Zammad** (I.T. ticketing system).
-

Equipment Return & Account Management

Step 4: Return of Equipment

- **Condition:** The staff member has been issued any I.T. equipment (e.g., laptop, charger, peripherals).
- **Action:** The **departing staff member returns all I.T. equipment** to the **I.T. Office**.

Step 5: Laptop Deassignment

- **Condition:** If the staff member had a laptop.
- **Action:** I.T. **deassigns the device** in both:
 - **SnipeIT** (Asset Management System)
 - **DE Notebook Program** (if applicable)

Step 6: Account Deactivation

- **Action:** I.T. **deactivates the WRC account** to revoke system access.

Step 7: Permissions Review

- **Action:** I.T. **reviews and updates system/application permissions** based on the staff member's former role, ensuring access is fully removed.

Step 8: Archiving Data (if needed)

- **Condition:** Relevant work or instructional data needs to be retained.
 - **Action:** I.T. **archives or transfers data** following the organization's **data management policies**.
-

Final Notification

Step 9: Email Notification to Department Head

- **Action:** I.T. sends a **closure email** (via Zammad) to the **Department Head** confirming:
 - Staff departure is processed.
 - All offboarding tasks (equipment return, account closure, data handling) are complete.

Process: Creating Strong and Memorable Passwords

Step 1: Identify Favourite Things

- **Action:** Ask the individual to name a few of their **favourite things**, such as:
 - Pet's name
 - Favourite food
 - Car make/model
 - Hobby or TV character

Step 2: Determine Favourite Number

- **Action:** Find out their **favourite number** (e.g., birthday number, lucky number, sports jersey number).

Step 3: Choose Special Characters

- **Action:** Ask which **special characters** they prefer (e.g., @, \$, %, !, &).

Step 4: Combine Elements to Form a Password

- **Action:** Build a password using the structure:
 - [Favourite Thing] + [Special Character] + [Favourite Number]
 - Optional: Add leading zeros for complexity (e.g., "07" instead of "7")

Step 5: Example Password

- **Scenario:**
 - Favourite Pet:
 - Favourite Number:
 - Preferred Special Character:
 - **Generated Password:**
-

Tips for Security:

- Use **mixed case** letters (e.g.,)
 - Avoid using real full names or obvious info in passwords for shared or critical accounts
 - Encourage the use of **password managers** for storage if multiple accounts are used
-