

# 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).
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## 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.
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# 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**.
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# 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**.
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