

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).
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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**.
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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.
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