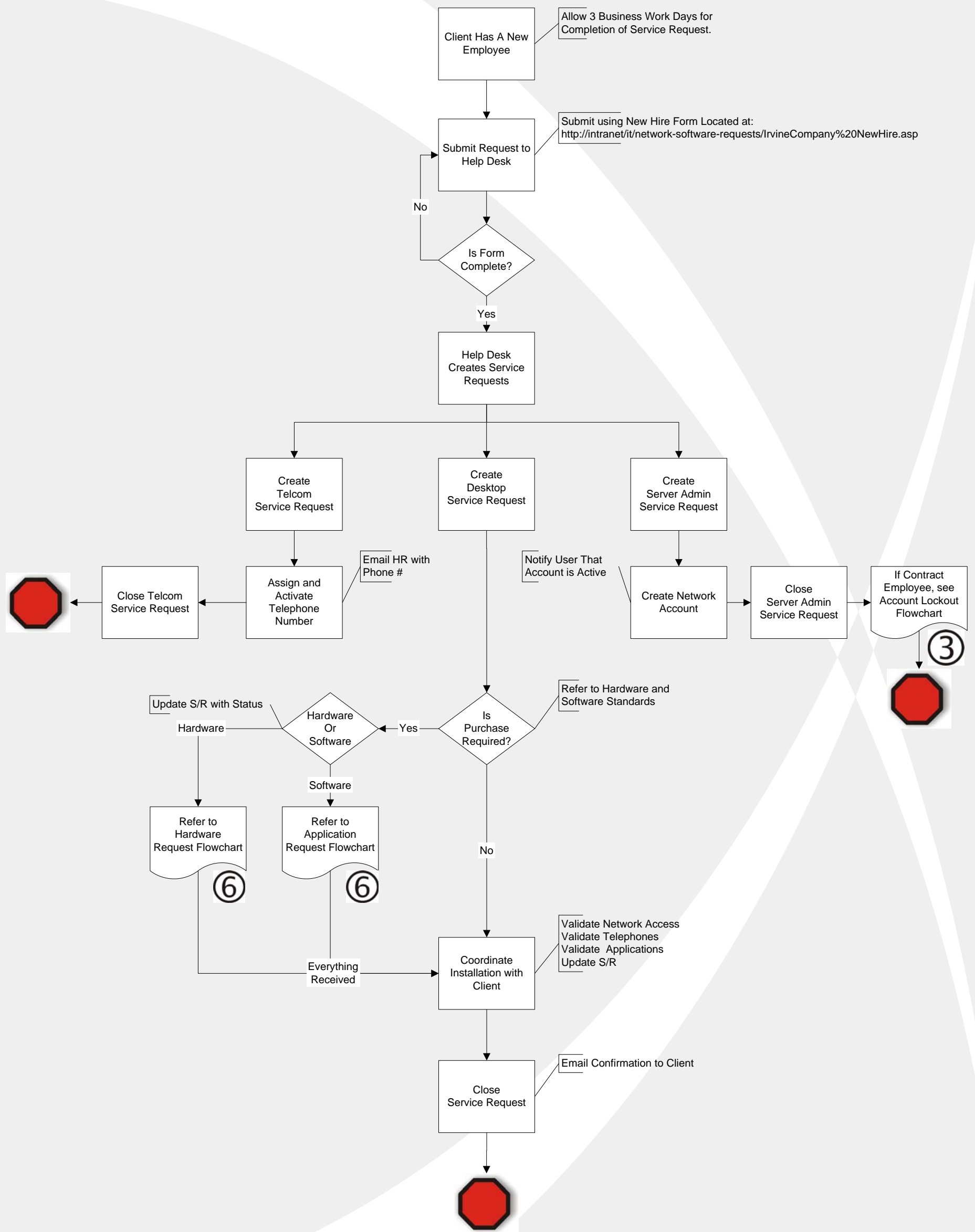


## ② New Hire Process Flow - TIC



## Everdream Support Analyst

Client Has A New Employee

- Allow 3 Business Days for Completion of Service Request.
- Identify Employee Location

Help Desk Receive New Hire Request

Submitted using New Hire Form Located at:  
<http://intranet/it/network-software-requests/IrvineCompany%20NewHire.asp>

No, Direct Client To URL and Resubmit

Submitted via URL?

Yes

Help Desk Creates Service Requests

Create Hardware and/or Software Request(s)

As Required

Create Telcom Service Request

Create Desktop Service Request

Create Server Admin Service Request

Create Business Application Request

As Required

Assign and Activate Telephone Number

Email HR with Phone #

Close Telcom Service Request

Refer to Hardware and Software Standards

Deploy Desktop

Notify User That Account is Active

Create Network Account

Close Server Admin Service Request

If Contract Employee, see Account Lockout Flowchart

Refer to Application Request Flowchart

6

Is Purchase Required?

Update S/R with Status

Hardware

Software

Refer to Hardware Request Flowchart

Refer to Application Request Flowchart

6

6

Received

Install

- Desktop S/R Parent S/R:
- Validate Network Access
  - Validate Telephones
  - Validate Applications
  - Update S/R

Email Confirmation to Client

Close Associated Service Requests

## ITG Staff

