## Service Description

*Updated as of 2015-07-24*

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>End-Point Computing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name:</td>
<td>New Employee Setup</td>
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<tr>
<td>Aliases:</td>
<td></td>
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<tr>
<td>Service Owner:</td>
<td>Director of Service Management and Campus Technology</td>
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<tr>
<td>Process Manager:</td>
<td>Manager of Technology Support Operations</td>
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</tbody>
</table>

### Description:

ITS provisions access to computing devices, offices systems, network services and information systems for all new employees so that they have the information and technology they need to perform job related functions.

### Features and Benefits:

- Hardware and Software for Personal Productivity
- Network Services for Communicating in Real-time or Asynchronously
- Systems for Collaborating and Sharing Information

### Included:

- Computer and Telephone
- Extension and E-mail Address
- A Single Username and Password Login Credential for Accessing:
  - E-mail
  - File Storage
  - Network Printer
  - Blackboard
  - my.Framingham Portal
- Voice Mail and Calling Services

### Eligibility:

Faculty and Staff

### Prerequisites:

- New employee setup request submitted by the hiring manager at least 2 weeks in advance of the new employee’s start date.
- Basic information about the new employee such as; full name, department, location, role (faculty or staff), type (new or replacement- if replacement, who are they replacing), status (contractor, full time, part time, VL), start date, phone number needed or assigned number.
### Requesting the Service:

Enter new employee information into an online form that can be accessed from the IT service management system and submit the request. Go to [https://framingham.cherwellondemand.com/CherwellPortal/IT](https://framingham.cherwellondemand.com/CherwellPortal/IT).

### Related Documentation:

- Acceptable Use Policy
- Online Identity Management Policy

### Fulfillment Target:

Our goal is to have everything ready to ensure every new employee’s first day on the job is a positive experience.