ServiceNow
HUIT Onboarding
Entering a request for a New Hire
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Introduction

The following internal IT document contains instructions for creating a HUIT Onboarding Request via ServiceNow. Instructions will cover the workflow process for hiring new, contract, temporary, or transfer employees. This document contains step-by-step instructions for filling out the Onboarding Request form.

HUIT Onboarding Process Overview

The onboarding process involves the work of several different departments. In order to ensure that your new hire is set up for success on their first day, we ask that you provide **15 days advance notice of their start date**.
Instructions for Accessing the Onboarding ServiceNow Form

1. In the web browser of your choice, navigate to: harvard.service-now.com/selfservice
2. In the top right-hand corner, click “Login.”
3. Log in with HarvardKey
4. You should now see a new category called HUIT Administration, click on that.
5. Click on the Onboarding Request form link.
Request for New Hire, Transfer, and Temporary Staff

1. General Information

Before you can begin to fill out the request for New Hire, Transfer, or Temporary staff you must have the following information:

- Requisition number
- Onboarding email address
- Job title
- HUIT Department
- Location

(*) indicates that the information is required.
You can submit the request without the new hire name and start date.
Administration will fill out the information once the new hire is identified and a HUID number is produced.
2. **Space**

Space

<table>
<thead>
<tr>
<th><strong>Space Location</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Room</td>
</tr>
<tr>
<td>Cubicle</td>
</tr>
</tbody>
</table>

Building Access

Furniture Requirement

- Enter the building and space where the new hire will reside.
- Enter the building access the new hire requires.
- Existing furniture should be re-purposed. If new furniture is required, please make a notation. Administration will review the request. New furniture orders can take up to 8 weeks to process.
3. Equipment

For Existing Equipment

Will this position require a Harvard provided computer?
- More information

Use Existing Computer?
- Yes

Serial Number
- More information

Location of Current Equipment
- More information

Options
- Add Crashplan Backup Solution (billed to department)
- Add Additional Accessories
- Add Non-Standard Software

- Fill out (*) required fields in the existing equipment section.

For New Equipment

Will this position require a Harvard provided computer?
- More information

Use Existing Computer?
- No

Before placing an order for new equipment, the request must be approved by your director. Please enter your director’s name below, which will generate an email request for approval. Please review the HUIT Computer standards at huit.harvard.edu/computer-standards or linked at top of this form.

Department Director
- More information

New Computer
- Device

If additional non-standard equipment is required (laptop, 2nd computer), please contact HUIT Administration at HUIT_AdminOps@harvard.edu

Options
- Add Crashplan Backup Solution (billed to department)
- Add Additional Accessories
- Add Non-Standard Software

- Fill out (*) required fields in the new equipment section.
- An email will be sent to your reporting Director for approval to purchase new equipment. The request will be on “Pending Status” until the Director responds. Once the request is approved, the task will be forwarded to the Refresh Group to place the order. New equipment can take up to 14 business days to arrive.
4. Create User Account

Accounts & Access

- **Create Harvard Email and Calendar**
  - Yes

- **Account Type**
  - Central

Will the new hire need access to a shared mailbox? Indicate shared mailbox(s) below

Will the new hire need access to a shared calendar? Indicate shared calendar(s) below

**Network Access**

- More information

Options

- Google Apps Account
- VPN Account
- ServiceNow Account

- Fill out (*) required field(s) for email and calendar requests.
- List all the shared network drives and options the new hire requires.
- Check additional accounts under Options
  - VPN account - VPN Tunnel required
  - ServiceNow account - Please indicate all groups the new hire requires.
5. Phone

For An Existing Phone

Desk Phone

Desk Phone Required?

Yes

Desk Phone

- None --  Use Existing  New

Existing Desk Phone #

Existing phone number is required

For A New Phone

Desk Phone

Desk Phone Required?

Yes

Desk Phone

- None --  Use Existing  New

Set Options

- None --

Room or Cube Number

Voice Jack Number

- Fill out (*) required fields for new phone request.
- Select the phone set needed
  Single line= One Analog line
  Multiple Line= Please list all call appearances the line will need
6. Submit, Confirmation, and View Status

Once the form is filled out, go to the top and click on **Submit Request**. A REQ number will be generated for your reference. Throughout the process, Administration will provide an update when a task is on hold or waiting for information.

Once all the tasks are completed, a notification will be sent to the hiring manager that the onboarding is complete.

A week prior to new hire start date, the Administrative Operations team will send you a status report and a summary of any open items associated with your new hire request.
# Request for Contractor

## 1. General Information
Before you can begin to fill out the request for a **Contractor**, you must have the following information:

- Agency
- Birthday
- Hourly rate
- Start and End date
- Statement of Work (SOW)
- Attached SOW to the form

### New Hire Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Type</td>
<td>Contractor</td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Onboarding Email Address</td>
<td></td>
</tr>
<tr>
<td>8-Digit HUID</td>
<td></td>
</tr>
<tr>
<td>Agency</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>Reporting Manager</td>
<td></td>
</tr>
<tr>
<td>Hourly Rate</td>
<td></td>
</tr>
<tr>
<td>Project</td>
<td><img src="circle.png" alt="Select Option" /> — None — Project Operational</td>
</tr>
<tr>
<td>Job Title</td>
<td></td>
</tr>
<tr>
<td>HUIT Department</td>
<td></td>
</tr>
<tr>
<td>Estimated Start Date</td>
<td></td>
</tr>
<tr>
<td>Contract End Date</td>
<td></td>
</tr>
</tbody>
</table>

Follow instructions 2 through 6 from “Request for New Hire, Transfer, and Temporary Staff”, above.
Onboarding Workflow

1. **Hiring Manager Enters Initial Request into Service Now**
   - **Administration Operations**
     - Review and approve onboarding request in Service Now
     - Review equipment request, determine set up requirements
   - **Identity and Access Management**
     - Create user accounts
     - VPN
     - Email account
     - Drive access
     - Google account
     - Other requests
     - Inform Field Support Account is ready for final set up
   - **Refresh and Field Support**
     - Decide if new equipment needs to be ordered or deploy technician
     - Begin configuration, create account and equipment set up
     - Email Hiring Manager to schedule appointment on first day

2. **Obtain HUID and submit “Create New User” form**
3. **Update MIDAS with location and directory information**
4. **Identify existing or order new furniture**
5. **Telecom equipment set up**
6. **Locate space and add building access**
Roles and Responsibilities

**Hiring Manager**
- Entering all required fields on ServiceNow form

**HUIT Administration**
- **Process Owner**
  - Oversee the entire onboarding workflow to ensure timely task completion and monitor for time delays.
  - Aggregate feedback for improvement to process and submit to Service Management team for future development.
  - Communicate with hiring managers and fulfillment teams.
- **Item Approval**
  - Administration will delegate the approval task once the form is submitted. **No tasks are created until this approval is processed.**
    - Approval: Workflow begins – Tasks are created
    - Reject: Item & workflow are cancelled
- **Space and Logistics Task**
  - Administration will receive a workflow task post approval for provisioning physical equipment (desk, chair, etc) and door / building access.
    - Task Short Description: *HUIT New Hire – Space*
  - After equipment and door access are completed, update the ticket with the information and ‘Close Task’.
- **Accounts & Access Task**
  - HUIT Administration will receive a task to complete the ‘Name’ section of the form if no Name is submitted. Enter Full Name and HUID in fields and ‘Close Task’.
  - HUIT administration will receive a task to complete if the new hire is marked as a Contractor. Create POI/HUID for the contractor, enter HUID in form and click ‘Close Task’.
- **Phone Task**
  - HUIT Administration will manage phone process outside of Workflow Request Process. Once the phone portion is complete, they will update the ticket and click ‘Close Task’.
- **Equipment Task:**
  - If the hiring Director does NOT approve new equipment, a task is generated to HUIT Administration to update form to ‘Existing Equipment’ with the required information. Enter information and click ‘Close Task’.
Accounts and Access

- IAM / Accounts and Access Management Teams
  o Once the form has been completed with a valid Name and HUID, a task will be generated for the following items:
    ▪ Email Account Creation
    ▪ Mailbox or Calendar Access
    ▪ VPN Account and Realm Access
  o Once Email Accounts, Access and VPN have been granted, email the hiring manager a confirmation using the ‘Email to Customer’ button and click ‘Close Task’.

- IT Service Management
  o Once the form has been completed with a valid Name and HUID, and ‘ServiceNow Account’ option has been checked, a task will be generated to create and delegate ServiceNow access.
  o Once ServiceNow access has been added, email the hiring manager a confirmation using the ‘Email to Customer’ button and click ‘Close Task’.

Computer Deployment, Procurement or Refresh

- Deployment / Refresh Teams
  o If new equipment is requested, Deployment teams will receive a workflow task to procure and configure new equipment based on request specifications.
    ▪ Deployment team will keep hiring manager updated of timeline for new equipment order and configuration using the ‘Email to Customer’ button on the task.
    ▪ If Field Support will deliver / deploy new equipment, assign task to Field Support with necessary notes for completion.
  o If existing equipment is requested, Deployment teams will review the workflow task for any new software or accessory add-ons that may require purchasing. If no purchase is required, assign task to Field Support for a refresh.

- Field Support
  o Task will be assigned from Deployment / Refresh team for configuration / delivery of computer equipment to new hires.
  o Using the ‘Email to Customer’ button, the field technician should schedule appointment with the hiring manager and/or new hire.
  o Once the computer is deployed and configured, add necessary completion notes and click ‘Close Task’.

Phones

- HUIT Administration
  o Separate incident ticket will be opened and monitored by HUIT Administration outside of the standard Workflow Request Process.
  o Once the request is processed, HUIT Administration will update the ticket and click ‘Close Task’.
Turnaround Task Expectation

Onboarding a new employee requires 2 weeks advanced notice.

HUID
- FTE/Temp
  - It will take up to 2-4 business days after new hire paperwork is submitted and processed by HR and Payroll. Please note: PeopleSoft sends to IAM overnight, visibility in MIDAS (not PS) is the end state.

- Contractors
  - It will take up to 2 business days after new hire paperwork, SOW and Contractor Data Form is submitted, approved and processed by HR/Finance/Administration.

ACCOUNTS AND ACCESS
- HR Process must be complete before account provisioning can begin.
- The New Employee will be eligible for University accounts by 8:00 am the day after the HR process is completed.
- It will take up 3-5 business days after the new role is created to have all accounts and access finalized.

EQUIPMENT
- Existing Equipment
  - Reimaging and setting up the computer will take up to 5 business days after all accounts have been created.
  - Accounts must be provisioned and HarvardKey must be claimed in order to begin the equipment set up.

- New Computer Equipment
  - New computer equipment requests will require departmental Director approval.
  - Estimated delivery date would be 10 business days to be delivered to Harvard.
  - Field Support will contact hiring manager after the unit arrival. It will take up to 4 additional business days to have the set up finalized.

BUILDING ACCESS
- Building Access cannot be granted until employee has picked up Harvard ID card from the Smith Center ID office.

PHONE
- Analog Phone Lines
  - New lines require 10-15 business days to install.
  - Repurposing existing lines will require 2 business days to update user information.

- VOIP Phone Lines
  - VOIP lines cannot be requested or installed until a Harvard email account is created.
  - The VOIP Jabber software feature cannot be requested or installed until the employee has claimed their HarvardKey.