ServiceNow HUIT
Offboarding
Entering a request for a Departing Employee
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**Introduction**

The following internal IT document contains instructions for creating a HUIT Offboarding Request via ServiceNow. The instructions will cover the workflow process for terminating FTE, contractor, temporary, and transfer employees. This document contains step-by-step instructions for filling out the Offboarding Request form.

**HUIT Offboarding Process Overview**

The offboarding process involves the work of several different departments. In order to ensure that employee access is removed and that Harvard-owned equipment is returned, we ask that managers fill out the offboarding form as soon as the employee’s end date is determined.

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Instructions for Accessing the Offboarding ServiceNow Form

1. In the web browser of your choice, navigate to: https://harvard.service-now.com/ithelp
2. Click the “log in” button in the upper right-hand corner and login using your HarvardKey.
3. Click “Request Something” in the top menu bar.
4. Click on the “HUIT Onboarding & Offboarding” category.*
5. Click on the HUIT Employee Offboarding tile.

*If you are not able to view “HUIT Onboarding & Offboarding” category, please contact the Administrative Operation Team.
1. General Information

Before completing the Offboarding Request, you should review the [Manager Exit Checklist](#). You will also need to have the following employee information:

- Employee name
- Employee type
- Employee end date
- Employee HUID number

(*) indicates that the information is required.
2. Space

Space

* Location

* Room/Workstation #

☐ Keys collected

- (*) indicates that the information is required.
- Disable employee building access at the end of the business day.
- Collect all keys and return to the Administrative Operations team (if applicable).
- Collect HUID and credit card to shred. This process excludes Transfer staff.
3. Equipment

Equipment

- Computer(s)

List all HUIT owned equipment (e.g., multiple computers)
  - Computer Serial Number

- Computer Location

- Desk Phone
  - Desk Phone Number

- Mobile Device(s)

Please return mobile device(s) to the Administrative Operations team at 1414 Mass Ave. 3rd Fl.

- Transfer billing responsibility from Corporate to Personal
- JetPack Device/Hotspot
- Mobile Phone
- Tablet

- Check off all Harvard owned equipment being returned by staff.
- List all HUIT computers to be collected, quarantined, wiped, and redeployed.
- List the desk phone number that will need to have the Voicemail reset.
- If applicable, provide mobile device(s) type and number that need to be disconnected.
- Should the employee wish to keep their mobile phone number, please have them review the Mobile Transfer of Billing Responsibility instructions.
4. Delete User Accounts

- Accounts & Access
  - Delete Admin Account (if applicable)
  - Delete CrashPlan Account
  - Delete Email & Calendar
  - Delete FAS Account
  - Delete Google Account
  - Delete ServiceNow Account
  - Delete VPN Account
  - Need Access to Employee’s email

- Check off **all** the account(s) and accesses that need to be removed from the terminated employee.
5. Submit, Confirmation, and View Status

Once the form is filled out, scroll to the top of the page and click “Submit Request.” An order number will be created and a request (REQST number) will be generated for your reference. You will receive an email confirmation that your request has been submitted.

Throughout the process, the Administration team will monitor the request and provide an update when a task is on hold or if additional information is required.
Roles and Responsibilities

Hiring Manager

- Enter all of the required fields in the ServiceNow form.

HUOT Administration

- Process Owner
  - Oversees the entire offboarding workflow to ensure timely task completion and monitor for time delays.
  - Communicates with managers and fulfillment teams.

- Requisition Approval
  - Administration delegates the approval task once the form is submitted.
  - **No tasks are created until this approval is processed.**
    - Approved: Workflow begins – Tasks are created
    - Rejection: Requisition & workflow are cancelled

- Space and Logistics Task
  - Administration receives a workflow task post-approval for disabling building accesses and preparing the space for reallocation.
  - After the equipment is collected and door accesses are removed, update the ticket with the information and click ‘Close Task’.

- Desk and/or Mobile Device Task
  - HUIT Administration manages phone process outside of Workflow Request Process. Once the phone and/or mobile device request is completed, update the ticket with the information and click ‘Close Task’.

- Equipment Task:
  - Administration stores all computer equipment once it has completed the quarantine period and has been wiped for redeployment.
  - Mobile Phones and/or Jetpacks will be repurposed or recycled depending on the condition.
Accounts and Access

- IAM / Accounts and Access Management Teams
  - Once the form has been completed and approved, a task will be generated to remove the following items:
    - Email Account(s)
    - Mailbox and/or Calendar Access
    - VPN Account
    - Google Access
    - FAS and “A” Admin Account
    - Shared Drive
  - Once Accounts and Access have been deleted, click ‘Close Task’.

- IT Service Management
  - Once the form has been completed and approved, any requests to remove a ServiceNow account will be processed.
  - Once ServiceNow access has been deleted, click ‘Close Task’.

Computer Deployment

- Field Support
  - Task will be assigned to collect computer equipment and mobile device(s) (if applicable) from Manager once the employee departs.
  - Using the ‘Email to Customer’ button, the field technician should schedule an appointment with the manager.
  - Once the computer is collected, the device will be securely quarantined for 10 days prior to being reimaged for redeployment.
  - Technician will return the mobile device(s) and computer equipment to the Administrative Operations team to be securely stored or to the Deployment team to be recycled.
  - Add necessary completion notes and click ‘Close Task’.

Phones and Mobile Device(s)

- HUIT Administration
  - Administration team will process the desk phone voicemail resets outside of the standard workflow process.
  - Mobile Phone and/or Jetpack lines will be disconnected. The equipment will be repurposed or recycled depending on the condition of the equipment.
  - Once the request is processed, HUIT Administration will update the ticket and click ‘Close Task.’