


PROCEDURE MANUAL

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		Effective Date:	03-22-2022
Last Review Date:		05-22-2023; 3-21-2022	
Section:	Technology	Subject:	New Employee Setup

PURPOSE

The purpose is to outline the procedure Arizona Western College's (AWC) Information Technology Services & Support (ITSS) takes for the setting up of a new employee with the technology and access required to perform their duties.

PROCEDURE

1. Account activation and management
 - 1.1 Arizona Western College's (AWC) Information Technology Services & Support (ITSS) will create a unique user account for every employee.
 - 1.2 ITSS Standard Operating Procedure on Account Management may be referenced for specific requirements listed below:
 - i Password complexity and changes
 - ii Unsuccessful account login lockouts
 - iii Windows inactivity time out
2. Notification

AWC ITSS requires all supervisors to notify the Service Desk of any technology needs via the ITSS Request Support page

 - 2.1 Supervisors will notify new employees of the new account username and how to begin using the account.
 - 2.2 New User Setups are to be assigned to the most appropriate technician.
 - i An Employee Change Notice (ECN) is not a New User Setup.
3. Communication
 - 3.1 Once assigned the technician is responsible for all further communications with the supervisor and the employee to fulfill the request.
 - 3.2 If the request falls outside the non-standard equipment, communicate with your supervisor to find a solution that meets the prescribed needs.
4. Approved Hardware
 - 4.1 PC desktop or laptop with Windows Operating System.
 - i Users are provided with a single monitor and in some instances, dual monitors.
 - ii Specific needs above and beyond the standard must be approved by the new employee's supervisor, or Cabinet member, and the Chief Information officer (CIO). Budgetary constraints may limit needs even with the necessary approvals and could fall back to the employee's department to fund.
 - iii ITSS keeps on file the latest approved standard desktop and laptop configurations.

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4.2 Printers

- i Employee's will be set up to print to the nearest network printer.
- ii All individual desktop printer purchases are to be funded by the department, to include toner and supplies.
- iii Employees should request ITSS to assist with quotes and/or model numbers to ensure they are compatible with the computer and network systems.

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IT Reviewer Name	Update Date	AWC Reviewer	Approval Date
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