# New Hire IT Onboarding Checklist

- [ ] 1. **Does this user already exist in the database?**
  Check for preexisting accounts and information errors. Does another user with the same name exist? Or, is the "new hire" simply an existing employee switching roles or departments? Verify that manager and employee department user information matches. Create a user account for the employee and set a user password.

- [ ] 2. **What department will the new employee be in?**
  Determine the basic scope of their network and information access. If the user type is an internal employee, add them to the company's default department based email and access groups. External users—like vendors or contractors—are excluded from this step.

- [ ] 3. **What do they need to access in the role they occupy?**
  Define their specific access to apps and information, and provide role-based access according to their needs. This includes adding all needed user licenses. For example, a marketing employee might need access to Website Content Management, Marketing Automation, CRM, Zoom, and Confluence accounts.

- [ ] 4. **Who will be managing the new hire?**
  Establish approval workflow for granting or removing future privileges and access, and a formal line of communication.

- [ ] 5. **Do they need any special access beyond what their role typically requires?**
  This is in addition to their role-based privileges. For example, is this related to privilege management?

- [ ] 6. **Have the accounts and access that the new employee needs been requested?**
  Monitor the status of onboarding/provisioning process.

- [ ] 7. **Has the account provisioning process been completed?**
  Create new accounts for access to the network, systems, apps, and information required for the new hire to do their job.

- [ ] 8. **Have physical IT assets been requested and configured?**
  Assets include items like the employee's computer, laptop, phone, and key fob for physical access to the workplace. Account provisioning should occur prior to asset release so that new hires can log in and start working as soon as they have their equipment.

- [ ] 9. **Has mandatory security training been assigned?**
  Add your new hire to mandatory security training, as well as other required training.

- [ ] 10. **Has follow-up occurred to confirm the new employee has access to everything they need to perform their role?**

- [ ] 11. **Email your stake holders — including the manager, HR, Apps, and Helpdesk team — about the new employee's provisioning success.**
  This is the final step in the process before workflow closure.