

New Employee Technology Requests

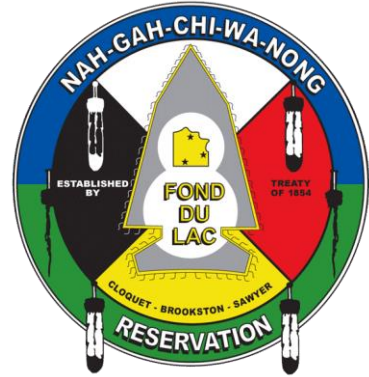


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I.

SUMMARY

The Fond du Lac Band (FDL) Information Technology (IT) Division strives to provide new employees with the tools needed to perform their job duties as quickly as possible. This documentation should be used as a guide for the IT Division and other (FDL) Divisions when on-boarding new staff.

Scope:

This document will ensure that new FDL employees are prepared in their new role with the FDL and will make the on-boarding process for new employees as seamless as possible.

II.

Unified Request Form

The unified request form is used to create an FDL e-mail address and to create a telephone extension for a new employee. This should be the first step taken when a new employee is approved for hire, the form can be found at <https://intranet.fdlrez.com/>

JD Edwards (JDE) is FDL's Enterprise Resource Management software. JDE is used to pull information into the unified request form to ensure accuracy. If the information on the unified request form that is pulled from JDE is incorrect, please contact the FDL HR Division so the required information can be changed.

III.

Cellular Device Authorization Form

If a new employee requires a cellular phone or a hotspot to perform their job duties, a purchase order will need to be completed and sent to the IT service desk. An example of how to properly fill out a purchase order for a cellular device can be found at [Scanned Document \(fdlrez.com\)](#). Once the form is received, a service ticket will be generated, and the cellular device procurement process will start. Cellular devices normally take 3 to 5 business days to become available for use.

If an existing cellular device is transferred to the new employee, the IT Division will still need to be contacted to ensure that cellular device management systems get updated properly.

IV.

JDE Change Request Form

If a new employee requires access to JDE, a JDE change request form needs to be filled out and submitted. This form is then routed automatically to the required reviewers and then to the FDL IT Division to create the required JDE account. The form can be found at <https://intranet.fdlrez.com/>

V.

Network Account Request

In most cases, a new employee will need to log into a workstation to perform their job duties. A network account request can be started by contacting the IT Service Desk. The Service Desk will require the proper spelling of the employee's full name, the employee ID, the job title of the new employee, the name of a current employee that has the same required network permissions, and network printers that need to be available. This request must be made by the new employee's direct, or higher, supervisor.

VI.

Hardware Requests

Hardware requests for new employees should be made as soon as the position is posted for hire or when a start date is determined. This request should be made by contacting the IT Service Desk. The Service Desk will need the following information: the location of where the new hardware will reside and when it will be needed. The Service Desk will also ask a series of questions to ensure the equipment purchased meets the needs of the new employee and follows the guidelines for IT support best practices. The hardware procurement process does take some time and delays are often out of the FDL IT Division's control.

Below are common hardware requests:

Workstations – Monitors – Laptops – Printers – Speakers – Webcams – Keyboards – Mice – iPads - Headsets – Desk Phones – Surge Protectors – Battery Back-Up Units – Scanners

Below are examples of items that the IT Division does not order:

Standard Batteries – Movable Desks – Office Chairs – Calculators – Postage Stamp Machines – Ink – Toner

VII.

Software Requests

The FDL IT Division provides support for over 100 different types of applications and software. If there is specific software or applications needed to perform a required job duty, the software should be purchased before the employee's first day of employment. Contact the IT Service Desk to determine if the software or application is something that the FDL IT Division already supports. If it is, the proper process will be followed to get the software application installed on the workstation. If the software is not supported, it will need to be evaluated by FDL IT Staff to ensure that FDL is not already licensed for a similar piece of software that will meet the employee's needs and that it will function in our environment. The new software or application must adhere to IT security best practices.

A list of required software and applications should be provided to the IT Service Desk prior to the employee's starting date. There are some applications that have power users for their division that would setup employees with the required application logons. Below are a few examples of these applications.

NextGen – Vireo – Dentrix – ScriptPro – CareFacts – Residex

VIII.

Non-Standard Hardware and Software request

At times, specific positions may require hardware or software that is considered non-standard. If hardware or software is deemed as non-standard, approval will be needed by an Executive Director to proceed with the purchase.

IX.

Remote Access Requests

The FDL IT Division has the ability to support a remote workforce. To start this request, remote access for an employee needs to be approved by an Executive Director via email. Once this is received the e-mail should be forwarded to the IT Service Desk so a ticket can be generated. The name of the workstation should also be provided at this time to ensure that the new employee has access to the required workstation.

IT Division

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