College of New Caledonia — CNC

IT Services for Employee Onboarding, Offboarding & Position Change

Statement about this Standard

Our aim is to ensure that all CNC employees have the technology tools and systems access that are required to perform their duties. The process for ensuring that employees receive systems access and IT tools in a timely fashion is summarized in this document.

Purpose / Rationale

The purpose of this document is to define standards for systems access and computing for College of New Caledonia (CNC) at various stages of the employee lifecycle.

Scope / Limits

This standard shall apply to all employees within CNC who work with and require access to CNC systems and ITS issued equipment while executing business functions, activities or services for or on behalf of CNC or its customers. Policies, Standards, and Procedures may be expanded, or exceptions may be made as needed.

Identity and Access Management Policy

1. CNC's <u>Identity and Access Management Policy</u> states that, "*Human Resources manages and is responsible for employee data and lifecycle changes including onboarding, offboarding, and position changes.*"
2. Authorization and confirmation from Human Resources of a given employee's status is the first and pre-requisite step in every scenario within the employee lifecycle.
3. IT Services requires confirmation of employment status in order to:
   a. Provision, activate or deactivate an employees' account;
   b. Provide and assign IT services and equipment.
4. Exceptions to the above are not permitted.

Stages of the Employee Lifecycle

Employee Hiring
1. This step includes new employees to the college or former employees returning to the college.
2. Human Resources enters new employee information into the Human Resources Information System HRIS/Colleague. In the case of a former employee returning to the college, Human Resources updates employee information in HRIS/Colleague.[1]
3. Human Resources triggers the new hire workflow notification, which sends ITS an email which triggers a service request ticket to: contact the hiring manager to identify equipment needs, and identify systems access needs.
4. On the start date of the new position, ITS services automated processes create the CNC systems account (if new employee), assigns permissions according to CNC Role Based Access Control (RBAC) matrix (the RBAC matrix is described in CNC's IAM Policy), creates an email mailbox, provisions a U-drive, and configures the account for logging on to the CNC network.
5. **Note**: to avoid delays, hiring managers should work with Human Resources so that the ITS service request is triggered **no later than 7 business days** prior to the actual employee start date.

Employee Position Change
1. This step includes changes of positions for existing employees.
2. Human Resource enters end date for old position, and enters start date for new position in HRIS/Colleague.
3. On the end-date of the old position and start date of the new position, ITS services automated processes will make permission changes according to the CNC Role Based Access Control (RBAC) matrix (the RBAC matrix is described in CNC's IAM Policy). No changes are made to the userID, password or core service access (e.g. email).
4. Generally, IT equipment remains with the employee through a role transition (e.g. if an employee was provided a laptop for their previous role, the employee should continue to use that devices in their new role).
5. Managers should contact ITS, via the IT Request Portal, if the new position requires additional IT equipment (or if equipment needs to be returned to ITS) and/or different permissions to conduct its duties.
6. **Note**: in order to avoid delays, managers are encouraged to reach out to ITS as soon as possible (i.e. for in-stock equipment, a minimum of **7 business days** are required to fulfill the request).

Employee Offboarding
1. This step includes employee resignations, terminations and retirements.

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[1] Note: CNC uses a single user profile if a new employee is also an active student. Special attention needs to be paid in these cases.

2. Human Resources enters the employee end-date into HRMS/Colleague.
3. Human Resources sends ITS an email which triggers a service request ticket to: contact employee manager to reclaim IT equipment and resources (ie: licenses, etc), and disable any special system access the employee may have possessed (e.g. user access to Colleague)
4. Based on the end-date entered in HRIS/Colleague, ITS services' automated processes automatically deactivate the user's account and other related services (e.g. email).
    a. For staff, deactivation will take place on the end date provided
    b. For faculty, deactivation will take place on the end date provided.

Legislative and Collective Agreement References

[CNC & FANC 2014-2019 Collective Agreement](#)
[CNC & CUPE 2019-2022 Collective Agreement](#)

Other related policies, documents and websites
[Acceptable Use of CNC Information Technology](#)
[Identity and Access Management](#)
[Information Cybersecurity](#)
[Information Technology Asset Procurement and Vendor Management](#)

Links to procedures which support the Standard

[Computer Hardware Order](#)

[ITS Standard Hardware Guide](#)

Standard Amendment Log

Amendment Number:	Date:
0	Sept 30, 2022
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