

New-Hire IT Setup

Standard operating procedure for an ops or IT manager handling day-one provisioning across HR and IT.

SOP ID	VERSION	EFFECTIVE DATE	OWNER
SOP-IT-002	2.2	April 1, 2026	IT Operations Manager

Purpose & Scope

This procedure covers day-one equipment and account setup for salaried hires, completed no later than 2 business days before the start date. It exists so that every new hire has a provisioned, secured device and the right access from their first day.

Responsibilities

ROLE	RESPONSIBILITY
HR	Triggers the process
IT Operations	Provisions equipment and accounts
Hiring Manager	Confirms access

Procedure

- ☐ HR submits the new-hire form 5 business days before the start date.
- ☐ IT creates the account in the role-based access group.
- ☐ Assign a laptop from stock, image it, enroll it in MDM and enable disk encryption.

- ☐ Grant the baseline app set — email, chat, HR portal — plus any role add-ons with written manager approval.

CAUTION — ADD-ON STEP

Role add-ons require written manager approval, not a verbal request.

- ☐ Enroll MFA on day one with the new hire present.
- ☐ Hand over the device against a signed equipment receipt.
- ☐ Run the 15-minute orientation.
- ☐ Record the asset tag in inventory and close the ticket.

RECORDS

Equipment receipt retained for the duration of employment.