**SCCCD Account Creation Workflow**

**Manager Opens Work Order with IS:**

* IS Help Desk assigns the Work Order

**Technician Process:**

* Verify employee ID #
* Verify correct name in Colleague
* Verify no existing account in AD
* Account is Created in AD
* Email is created in Exchange

**HR Employee Intake:**

* HR documents new employee – Magic Form, PAC form
* New Employee Orientation Process

**Completed Account Forwarded to Help Desk:**

* Help Desk processes the Work Order
* Forwards Work Order if Further Processing is Required

**Account Created:**

* Account created
* Account handoff to Campus support staff
* Campus Department notified
* User is logged into resources

**Account is Required for New Employee:**

* Employee is Hired
* HR Begins Their Process

**IF Required:**

* Create Email mailbox with appropriate alias

**IF Further Processing is Required:**

* Work Order to Help Desk for final disposition
* May need Phone/Voicemail
* May need Colleague Access

**Information Given to Manager:**

* Position
* Title
* Department

**Further Processing:**

* Work Order to Lead Programmer for Colleague
* Work Order to Telecom Specialist for Phone and/or Voicemail