

SAR Onboarding Instructions

System Access Changes (SAR) are required in ServiceNow for new employee setup, separation, and change to system access. To facilitate the successful onboarding of new employees, please follow the instructions provided in this document.

To submit a SAR in ServiceNow:

1. Visit the ITS Service Desk and follow login instructions, if needed.
2. Select 'System Access Request' from the Quick Links.
3. Requestor and Requestor's Department automatically populate. Select Requestor's Agency if not correct.
4. Select Type.
 - a. New Provisioning – for new employees
 - b. Change – for changes to existing employees
 - c. Remove Provisioning – for separating employees
5. Select the employee's start date for Effective Date and Time - this is the effective date that the employee's access will be granted. Ensure this field is accurate, otherwise access may be delayed.
6. Indicate if the employee is a rehire.
7. Complete information for the new employee.
8. Comments/Questions/Special Instructions - if there are special instructions or notes to include, do so in this field. If you are aware of special licensing that the employee needs to be granted, include those in this field.
9. Adding/Changing/Removing Desk Phone
 - a. Select 'Yes' if provisioning on an existing phone is needed for new employee setup, existing employee addition or modification, or termination of access for separating employee.
 - b. Note: If new phone hardware is needed, submit a Procurement request instead.
10. Select Approver for your agency or department.
11. Select 'Next.'

SAR Base Provisioning Request

1. Select the carrot symbol (^) to expand the selection.
2. VPN Access – allows the employee to access the network while working remotely.
3. DUO MFA – required for logon to Luma and other state resources.
4. User email account - most employees will need an email account.
5. Adobe Acrobat Pro - no additional cost for agencies participating in the ETLA.
6. Share storage or mapped network drive access – indicate which drives the employee needs access to.
7. Distribution groups – indicate if the employee should be assigned to distribution groups specific to your agency.
8. Shared mailboxes – indicate if the employee should be assigned to share mailboxes.
9. Other application or license assignments – some applications and licenses will need to be assigned after the employee start date.
10. Match all access and services to this user – useful if the employee is filling a vacancy.
11. Office 365 License – indicate if the employee needs a license assigned to them.
12. (Optional) Add attachments if needed.

SAR Desk Phone Request

1. Select the carrot symbol (^) to expand the selection.
2. Existing desk phone – indicate if there is an existing desk phone to assign to the new employee.
3. Does the employee need voicemail?
4. (Optional) If known, indicate the phone make, model, and MAC address.
5. Does the employee need a softphone or Cisco Jabber? These allow the employee to make and receive phone calls from their computer.
6. Indicate if this phone is part of a hunt group. A hunt group is a feature in a phone system that routes calls from a single number to a group of numbers within an agency.
7. (Optional) Add attachments if needed.

SAR Agency Request

1. Select the carrot symbol (^) to expand the selection.
2. Indicate the appropriate selections for your agency.
3. Select 'Next.'

Select 'Request' unless further edits are needed.

Next Steps

Once ITS receives the approved SAR, the onboarding process begins. An email is sent to the SAR requestor with the new employee's information:

- Email address
- Windows username
- Windows password
- Phone number (if requested)
- Voicemail PIN (if requested)
- New Employee Welcome Letter

Helpful Information

- Note all *Required fields while completing the SAR.
- Software licenses requested in the SAR:
 - Microsoft 365 (Outlook, Word, Excel, PowerPoint, OneNote)
 - Duo
 - Adobe Acrobat Pro
- For any software licenses without additional cost, submit a General request after the employee's start date.
- For any software licenses with additional cost, submit a Procurement request.
- For any computer hardware orders, submit a Procurement request.