

**Name:** Processes Improvement for Employee Transitions

**Completed:** Fiscal Year 2024/2025

**Goal Alignment:**

**INNOVATIVE** - Transform the City's service delivery through new and creative solutions.

**DIGITAL** - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile).

**Summary:**

When employees are hired, transferred, or leave the city, essential updates are necessary for their accounts, software, and computer hardware. In the past, the required IT Department forms for these actions were not always submitted on time, or at all, which caused delays, potential equipment loss, and security issues.

To fix this, the IT Department started using automated reminder notifications linked to onboarding, transfer, and offboarding events in the HR system. Now, when an employee is onboarded, offboarded, or transferred, whether laterally or through a promotion, supervisors and Personnel Action Request (PAR) contacts receive a pre-filled IT request form with all the necessary details. They just need to review and make small adjustments before submitting, so IT can take quick and accurate action.

This improved process helps ensure equipment is collected, system access is properly terminated or set up, and employees receive the right tools for their roles promptly.

**Benefits:**

- **Enhanced Timeliness:** Automated reminders ensure that required forms are completed on time.
- **Risk Mitigation:** Prevents missed offboarding steps that could lead to security issues.
- **Accountability:** Supervisors and PAR contacts receive direct alerts with clear actions.
- **Efficiency:** Pre-filled forms reduce effort and help prevent submission errors.
- **Consistency:** Standardized requests enable IT to provide accurate and reliable support.