

# Onboarding

Department of Planning & Environment

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# Ugh... another new starter!

- Multiple systems and teams conducting onboarding activities without integration or collaboration
- Three disparate processes
  - Standard Recruitment
  - Contingent Recruitment
  - Executive Recruitment
- No single process owner
- Up to 15 individual forms to complete to setup an employee – a combination of electronic and paper forms across 3 portals



# What should Onboarding look like?

- Created user stories for:



New Starter

“I want to have everything I need for my first day”



Hiring Manager

“I want a productive member of my team”

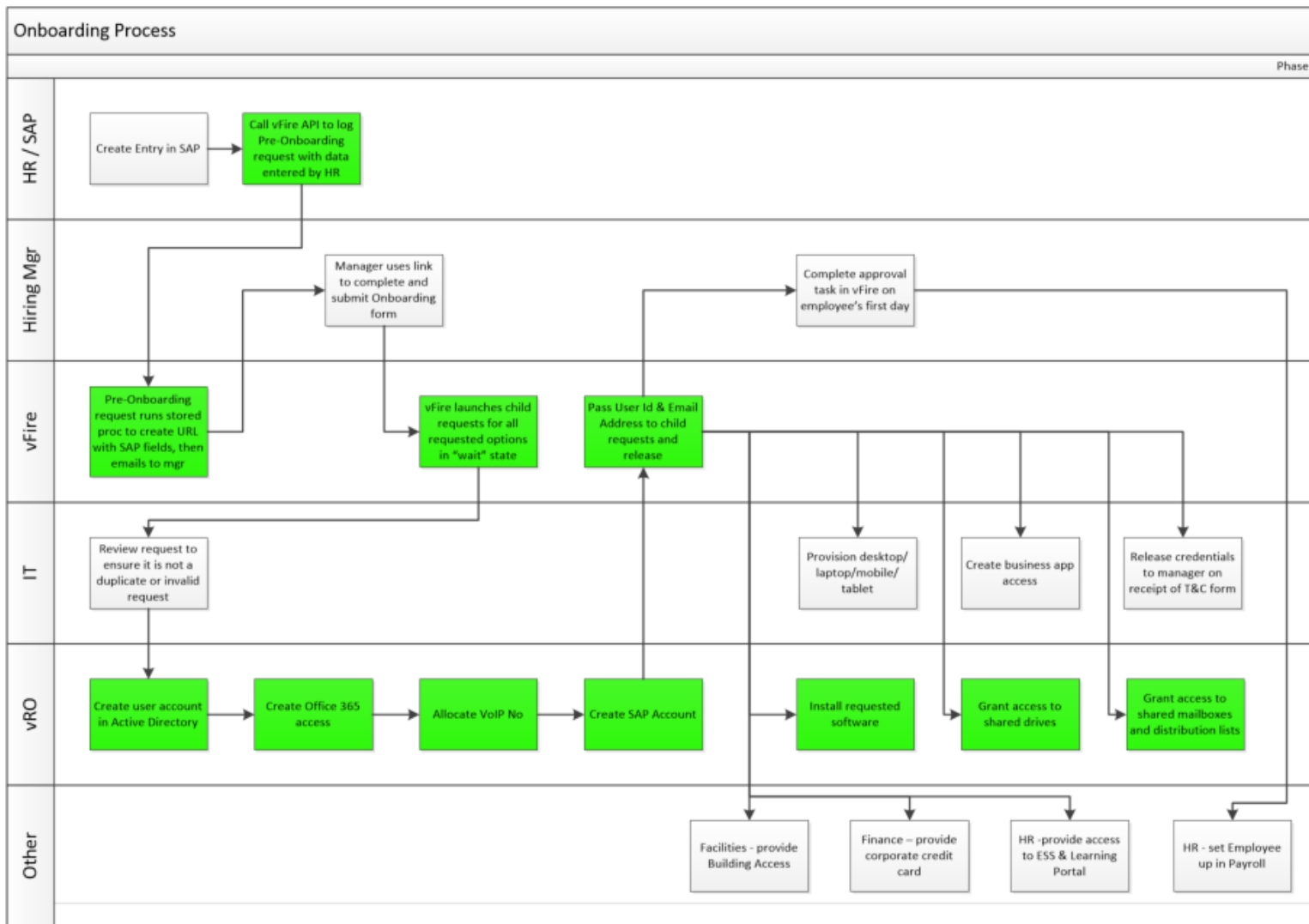


Support Teams

“I want to facilitate a quick and efficient setup to support the business”

## How did we do it?

- SAP integration to trigger the process
- Email prompt to hiring manager
- Single pre-populated submission form using a vFire Service Bundle
- Automated digital approval process using vFire Customer Approvals
- Automated account creation process utilising vRealise Orchestrator
- Child workflows run in parallel after network account creation
- Payroll activation prompt on new starters first day



## ONBOARDING REQUEST

[Onboarding - Network Shared Drives](#)

[Onboarding - Purchase or Requisition](#)

[Onboarding - Content Manager 9 \(CM9\)](#)

[Onboarding - Application Access](#)

### Onboarding

We've pre-filled some of your new starter's details. Please confirm these are correct and complete the required information.

### ▼ NEW STARTER DETAILS

My new starter: \*

Does not have a DPE network login

What's your new starter's first name? \*

Tester

What's your new starter's surname? \*

McTesterson

Which office will your new starter work from? \*

If your new starter is no longer joining the organisation, tick 'Cancel Onboarding Process' below and then click the Confirm Cancellation button to cancel any email reminders you are receiving about this new starter.

☐ Cancel Onboarding Process

### ▼ ROLE DETAILS

What is the title of the Position? \*

Testing

Which employment status applies for this role? \*

Ongoing (eg Permanent)

Who will be the new starter's line manager? \*\*

Michael Fusco

Which part of the organisation is your new starter commencing in? \*\*

DPE - Arts Screen Culture - Create - Strategic Policy Resear Proj - Strategic Policy

What date can we expect our new colleague? \*

31

d

08

MM

2018

yyyy



Please select the relevant email suffix from the list \*

**What is an email suffix?**

The email suffix is the domain which makes up the second half of an email address. For example: [firstname.surname@domain.nsw.gov.au](#) 'domain.nsw.gov.au' is the agency you're working in.

### ▼ ADDITIONAL REQUIREMENTS

#### We're almost there!

Please use the checkboxes below to indicate other items your new starter may require. Please note some requests may require additional information. Once you've checked the appropriate boxes, click Next Page to continue the request.

☒ Business Applications

☒ Content Manager 9

☐ SAP Client Access (excludes ESS and MSS)

☒ Network Drives

☒ Computers, Mobiles and Software

☐ Printers

☐ Mailboxes & Distribution Lists

☐ Purchase Cards

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# Technical Automation

# Where did we start?

Task	2015	2018	Time Spent
 Create User Account	> 1,400	>2,800	63 mins
 Extend User Account	> 3,000	>5,600	18 mins
 Delete User Account	> 800	>1,700	29 mins
<b>Total</b>	<b>1.5 FTE</b>	<b>3 FTE</b>	



# Our automation journey

