



Computer Permission for New Hires

Information Services (PSD Pilot Group)
Implemented January 2015

By thinking Lean we reduced the Touch Time by 40 minutes

Problem

When a new employee is hired they are granted permissions to computer applications, mail boxes, and distribution lists. Those requesting the permissions were confused on how to determine and request the correct ones. This caused rework and delays in the onboarding process. The Programs and Services Division was apart of this project team and agreed to pilot the improvements.

Causes

- Definitions for access were unclear.
- At times employees were "cloned" to have the same permissions as other employees.
- Permissions were being assigned case by case.

Solution

- Access definitions were clarified and defined.
- Administrative staff trained on how to gather position specific permissions.
- Permissions are now assigned based on position.

Results

Permissions are requested when a new employee is hired. Savings listed are for 1 cycle and can vary per year.

