

7.15 Onboarding and Exiting Personnel

Application: To All Department of Children's Services employees, contractors and volunteers.

Authority: TCA 37-5-105 (3), 37-5-106

Standards: COA: PA-HR3, PA-HR5

Commissioner:

Date:

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Glossary:

- ◆ Onboarding
 - The action or process of integrating a new employee or service provider into an organization.
- ◆ Exiting
 - The action or process of separating an employee or service provider from an organization. Also referred to as "offboarding".

Policy Statement:

The Department of Children's Services (DCS) shall execute standard processes for onboarding and exiting personnel

Purpose:

To ensure that DCS personnel have the information, facilities, equipment and accesses needed to perform their jobs, and that there is appropriate and timely disposition of items and accesses when the individual leaves DCS service.

Procedures:

A. Onboarding Scope and responsibilities

1. Onboarding is the activity that takes place after the personnel selection process is completed.
2. Onboarding applies to state employees as well as individuals such as contractors, volunteers and co-op students who may require office space, equipment, software and/or computer system access.
3. The DCS Human Resources (HR) Division is responsible for onboarding activities for new and transferring state employees.

- a) Sending an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) a minimum of two weeks prior to the employee start date. Refer to the **Personnel Action Request Template** for the required email contents.
 - b) Performing orientation for new DCS employees.
4. The DCS Network Development Division is responsible for submitting onboarding requests (REQs) for employees of DCS contract providers. The Division representative sends an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) a minimum of two weeks prior to the employee start date. Refer to the **Personnel Action Request Template** for the required email contents.
5. For contractors, co-op students, and volunteers, any of the following submits the onboarding REQ: Supervisor, Field Customer Care Representative (FCCR), Regional Administrator (RA) (or designee) or Youth Development Center (YDC) Superintendent (or designee). The employee sends an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) a minimum of two weeks prior to the employee start date. Refer to the **Personnel Action Request Template** for the required email contents.
6. The DCS Office of Information Technology (OIT) is responsible for:
 - a) Creating a User ID (EI#) for new personnel.
 - b) Creating and submitting to Strategic Technology Solutions (STS) at a minimum the following system access REQs:
 - ◆ Active Directory account
 - ◆ Email account
 - ◆ Basic file share access
 - c) Monitoring the submitted REQs and providing the new employee with their login credentials.
 - d) Creating and submitting REQs to STS for the equipment specified in the onboarding email.
 - e) Creating and submitting any additional system access REQs that are above and beyond the minimum granted system access.
 - f) Submitting a REQ to have a profile created for the new employee in the incident management system.
7. The DCS Facilities Division is responsible for providing a functional workspace.
8. The supervisor of the individual being onboarded is responsible for:
 - a) Submitting a REQ for any additional required system access. This can be accomplished by creating a REQ from the [DCS Service Catalog](#) or by calling the DCS Service Desk at 741-4636 or toll free (888) 853-4636.
 - b) Submitting a REQ for any telecommunication needs. This can be accomplished by creating a REQ from the [DCS Service Catalog](#) or by calling the DCS Service Desk at 741-4636 or toll free (888) 853-4636.
 - c) Arranging for any required building entry badges and keys.

- d) Satisfying any requirements of the Americans with Disabilities Act (ADA).
 - e) Conducting new employee orientation for the work unit.
9. STS is responsible for: a) Provisioning and installing the requested computer equipment. b) Installing any additional required software.

B. Exiting Scope and responsibilities

1. Exiting is the activity that takes place after it has been determined that a DCS employee, contractor, volunteer, co-op student, etc., is leaving the DCS organization. External transfers to other State government divisions are also considered to be an exit activity.
2. The DCS HR Division submits termination REQs for state employees by sending an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) as soon as possible after the separation date and time are known. Refer to the **Personnel Action Request Template** for the required email contents. In the event of an immediate termination, the employee's supervisor, FCCR, Regional Investigations Director (RID) or designee, RA (or designee) or YDC Superintendent (or designee) sends the email, copying the DCS HR Representative.
3. For contractors, co-op students, and volunteers, any of the following submits the termination REQ: Supervisor, FCCR, RA (or designee) or YDC Superintendent (or designee). The employee sends an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) as soon as possible after the separation date and time have been established. Refer to the **Personnel Action Request Template** for the required email contents.
4. The DCS Network Development Division is responsible for submitting termination REQs for employees of DCS contract providers. The Division representative sends an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) as soon as notification is received from the contracting agency. Refer to the **Personnel Action Request Template** for the required email contents.
5. The DCS OIT is responsible for:
 - a) Creating and submitting to STS at a minimum the following system access termination REQs:
 - ◆ Active Directory account
 - ◆ Email account
 - ◆ Basic file share access
 - b) Monitoring the submitted REQs to ensure the exiting employee's system access is terminated on the date listed in the "Personnel Action" email.
 - c) Creating and submitting any additional system access termination REQs.
 - d) Submitting termination of services REQs to the STS Telecommunications group.
 - e) Submitting a request to have the incident management system profile updated to reflect the new employee status.

- f) Confirm with DCS General Counsel's designee whether existing employee is under a litigation hold and their Electronically Stored Information (ESI) must be preserved. Communicate need for preservation of ESI and secure any hardware for preservation as necessary.
- 6. The supervisor of the exiting individual is responsible for:
 - a) Conducting the exit procedures according to DCS Policy [4.27, Employee Exit Process](#).
 - b) Disposing of telecommunications devices that are no longer required.
 - ◆ If the device to be disconnected (i.e. not reassigned) is an Internet Protocol Telephony (IPT) desk phone, ship to:

DCS OIT Telecommunications Team
2nd Floor Davy Crockett Tower
500 James Robertson Parkway
Nashville, TN 37243
 - ◆ If the device to be disconnected (i.e. not reassigned) is any other type of phone (cell phone, smart phone or other type of desk telephone), the supervisor should surplus the device.

C. Internal Transfers

1. Internal transfer is the activity that takes place when a current DCS employee transfers to a new position within DCS.
2. The HR Division is responsible for sending an email to [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) a minimum of two weeks prior to the employee transfer date with "Personnel Action" in the subject line. Refer to the [Personnel Action Request Template](#) for the required email contents.
3. The DCS OIT is responsible for:
 - a) Creating and submitting REQ for any changes to the employee's system access requirements.
 - b) Creating and submitting REQ for any telecommunication changes.
 - c) Submitting a REQ to have the incident management system profile updated to reflect the new employee status.
4. The DCS Facilities Division is responsible for providing a functional workspace.
5. The current supervisor of the individual being transferred is responsible for:
 - a) Conducting the exit procedures according to DCS Policy 4.27.
 - b) Disposing of telecommunications devices that are no longer required.
 - ◆ If the device to be disconnected (i.e. not reassigned) is an Internet Protocol Telephony (IPT) desk phone, ship to:

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2nd Floor Davy Crockett Tower

500 James Robertson Parkway
Nashville, TN 37243

- ◆ If the device to be disconnected (i.e. not reassigned) is any other type of phone (cell phone, smart phone or other type of desk telephone), the supervisor should surplus the device.
- 6. The new supervisor of the individual being transferred is responsible for:
 - a) Submitting a REQ for any additional required system access. This can be accomplished by creating a REQ from the [DCS Service Catalog](#) or by calling the DCS Service Desk at 741-4636 or toll free (888) 853-4636.
 - b) Submitting a REQ for any telecommunication needs. This can be accomplished by creating a REQ from the [DCS Service Catalog](#) or by calling the DCS Service Desk at 741-4636 or toll free (888) 853-4636.
 - c) Arranging for any required building entry badges and keys.
 - d) Satisfying any requirements of the Americans with Disabilities Act (ADA).
 - e) Conducting new employee orientation for the work unit.
- 7. STS is responsible for:
 - a) Provisioning and installing the requested computer equipment.
 - b) Installing any additional required software.

Forms:

[**CS-0944 TFACTS Access Request for Providers**](#)

Collateral Documents:

[**Personnel Action Request Template**](#)

[**4.27, Employee Exit Process**](#)