



Information Technology Group

• Information Technology Group Monthly Activities for December 2024

Summary

This report provides a summary of activities related to the Information Technology Group for December 2024.

Purpose

Informational

Detailed Report

To better serve our customers, the Information Technology Group partnered with Human Resources to improve the offboarding process within the IT ServiceNow application by developing streamlined offboarding activities and workflows. This enhanced feature located in the Metropolitan IT Service Portal is a seamless process providing HRIS the ability to request and disable specific system access for an offboarding employee. The previous process involved HR submitting manual transactions and notifications followed by manual transactions executed by IT. The updated process provides a friendly end-user experience which assists in managing employee separation from the company, HR notification, and initiation of the off-boarding process within ServiceNow. One request can generate up to 15 tasks for various departments including automated notification(s) across various Metropolitan departments.

The screenshot shows the 'Offboarding Request' form in the MWD IT Service Portal. The form is titled 'Offboarding Request' and has a subtitle 'Request to remove system access for an offboarding employee or consultant'. The form includes several required fields: Employee Name, Employee Number, User Type, Last Day of Work, Title, Manager, Department, Location, and Reason for Leaving. There is also an 'Additional Details' section and an 'Add attachments' button. A 'Request' button is located on the right side of the form. The form is part of a service catalog, as indicated by the breadcrumb navigation: Home > Service Catalog > Service Desk > Offboarding Request. A search bar is also visible at the top right of the form area.

Image 1: Offboarding request in MWD IT Service Portal