

Board Report

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 parterned 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.

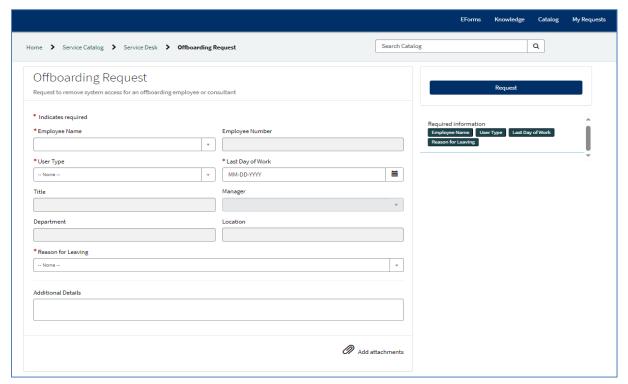


Image 1: Offboarding request in MWD IT Service Portal

Date of Report: December 16, 2024