

New IT Support Onboarding Guide

Trainer Edition

Prior to Day One

Goal: Ensure from various departments that new employee is setup appropriately. This entails equipment and access.

Make sure they have:

- 1) A working PC, monitor, keyboard, and mouse
- 2) A working phone
- 3) Access Request Forms have been submitted
 - a. They should have access to:
 - i. ServiceNow
 - ii. Rhapsody (KB0011175)
 - iii. Phone login / Cisco agent
 - iv. Cerner
 - v. Teletracking
 - vi. WinPFS
 - vii. UMS
- 4) Match badge access to role

Email them these documents:

- Password reset criteria guide
- Customer service standards guide
- Mobile device setup guide

Day One

Goal: The first day will give the new employee a 10,000-foot overview of H-, what we do, what we stand for, and the role of IT Support within the organization. You will then go into further detail about the most important parts of the IT Support team but not too in-depth on specific technologies.

Intro to HH

- HH (takes 30 min – 1 hour):

A person should be designated to take the new employee around to show major areas of the hospital.

- Take them to the Security office – receive badge.
 - Provide them with a map of the campus.
 - Tour important areas (cafeteria, ER, other clinical or admin)
 - Tell them about employee parking
-
- The IT Department (KB0010973)
 - Go over the org chart. Start from the top down.
 - Discuss the composition and operation of our team
 - Call Center/Service Desk.
 - First line of response. Intake issues - resolve, distribute, or escalate.
 - Field Techs - Hands-on support for things SD cannot resolve remotely
 - Tier 3 (TSE) - Escalation for issues that take more time or specific expertise
 - Telecom
 - Clinical / Business Informatics
 - ESG
 - Explain breaks, lunch, IT team shifts
 - Work environment (Inventory, PHI, shelving, bathrooms, etc)
 - Show the new employee our work environment including:
 - Inventory room
 - PHI room – take this time to discuss the difference and what PHI is.
 - Explain HIPAA and how it relates to IT

Personal/System Setup Installers

Don't get too in-depth at this point. You want to make sure they are properly set up on their computers.

- Log in for first time
- Copy over standard IE Favorites
- Set up default printers.
- Set up default applications for IE and for Outlook
- IE 11 icon on desktop and taskbar
- Discuss IE 11 as our default browser. Make sure Favorites showing up correctly.
- Have them set up their Outlook
- Have them set up their e-mail signatures. Can copy from someone else's
- Begin to go over the HH Homepage
- Show most important / used buttons.
- Show the Service Desk and I.S. Sharepoint site
- Have them set up their Cisco phone and log into ACD
- Discuss how to dial internally and externally.
- Discuss how to transfer calls.
- Set up voicemail

Systems – Brief overview only

- ServiceNow (KB0011074)
- Rhapsody monitoring (KB0011178) (KB0011165)
- Hank1/"Badge-tap" environment
- WoWs demonstrate the internal set up
- Non-Hank/General computing setup/ Naming Standard (KB0011159)
- Cerner
- Stand builds systems/NUC/igel/Laptops Image

End of day:

You will most likely not cover all this on the first day. Please continue covering this subject matter through the next day then move onto the next part of training.

After Day One

Goal: Start to go in-depth with specific subject matter. I have ordered it so that you will go over Cerner first then dive into Access Management. This should help them to grasp how Cerner relates to password resets.

ServiceNow

- Overview of ServiceNow
- Incident creation
- Request creation
- Knowledgebase
- Asset Management
- Setting up Favorites and Templates

Escalation Process (KB0010984)

- Discuss the current SLAs
- Discuss how we escalate within our teams. Use Customer Service Standards guide as reference.
- P1/MOC schedules P1 MOC
- Show where they can reference these items on Sharepoint and/or whiteboard
- Discuss the role of the P1
- Discuss the role of the MOC
- CMDB / Quick Reference Contacts
- Discuss what the CMDB is and demonstrate how to find information there
- Show the IT Telephone List
- Distribute Jordan's quick reference list (OneNote export)
- SWAT / Physician support / Biomed

Working with Other Teams

- SWAT – People, role, schedule (no Fridays) (ext 8700)
- Physician Support – People, roles, what they do (ext 2500)
- Biomed – People, roles, location
- Discuss how to tell the difference between an IT issue and one that might go to Biomed instead. Their ticketing system. (Clinical Technology)
- How to hand off properly Warm transfers!

Executive Management Team

- Current members and responsibilities of this team
- The EST phone. What to do if it rings at the Service Desk

Emergency / Outage escalation

- What to do when first recognizing there is an outage – call the **MOC!**
- Go through and explain each page of the Red Binder
- Discuss how to use Everbridge
- Give an example scenario of how an outage may start, how to set up and use the bridge, and how to conclude it when the emergency is over

Cerner

- Discuss what Cerner is. Re-emphasize HIPAA and privacy standards.
- Set up Cerner AppBar on new employee's PC
- Unlock Locked Patient Charts
- Demonstrate how to access Cerner on regular PC vs badgetap
- Discuss different Cerner domains (Prod, Train, Build, Mock)
- Exploring a user's Cerner profile:
 - Modify
 - Restriction
 - User Group Admitting
 - Organization
- Unlock / Reset:
 - How to unlock accounts. How to reset passwords.
 - Authviewed accounts and resets
 - Can't reset on a Hank1/Badgetap
- Applications and departments:
 - Clinical: Powerchart, Surginet, Firstnet
 - Business: Rev Cycle
- Printing in Cerner. Windows dialog vs Cerner dialog:
 - Setting favorite printers in Cerner dialog
- FireID:
 - What it is used for
 - Where to find it and how many days are allowed
- XenApp Centers. Citrix 65 vs HMHCA.
 - Logging off sessions and why.
 - Common customer calls that clue you in to it being a Cerner/Hank1 issue such as "black screen" or "frozen" on badgetap.

Access/User Management (KB0010966)

Even if they're not working in the Call Center/Service Desk, everyone should have a thorough understanding of how access works. This is also an opportunity to go over various software again to get the new employee familiar with the applications. Make sure they understand that a ticket should be made for every incident.

- Password Resets:
 - Go over password reset criteria for different roles.
 - Current criteria is based on a Word doc. Please send this or PDF version to new employee.
- AD
 - How to create a ticket for AD reset or unlock. Set up ServiceNow template.
- Cerner
- NetLearning
 - Use as opportunity to discuss what NetLearning is
 - Show user view of Netlearning as well. Show where a user can change their password.
- Win PFS
 - Use as opportunity to discuss what WinPFS is
 - Demonstrate how password changes on our side
 - Demonstrate how user would change password
- Teletracking
 - Discuss what Teletracking is and how we 'change' password
- DBMotion
 - Tell them to escalate to W- R- as well as whoever covers for him when not here.
- LOA Reactivation
 - What is LOA?
 - Where to find LOA information
 - Go by password criteria guide
 - Demonstrate each step of LOA re-activation (AD, Cerner, Netlearning)
- Access Request Forms
 - Where does a manager find them? Who has access
 - General processing time – 72 hours
 - Can be used as an opportunity to go over AD groups
- Admitting Privileges
 - Demonstrate how to activate/de-activate
 - How to set up ticket for this. Maybe save to template.
 - Email response

- Registry Resets
 - What these roles are
 - Go over steps – reset passwords, reset Imprivata items
 - Tips (such as not using capital i or lowercase l)
 - Emailing response
- Asset Terminations
 - Demonstrate how we search for this
 - Updating in Sharepoint
 - Making a ticket if there are assets to collect
 - Emailing response
- Kronos
 - Shouldn't be an issue but discuss SSO and what happens if people need to reset this password
 - Give overview of Kronos from user perspective
- FireID (KB0011164)
 - Demonstrate how to make a ticket for. Set up ServiceNow template.
- Termination Requests (KB0010962)
- LOA Disabling/Requests

Hank1/Budgetap

- Review of Hank1 system from previous day
- Physical components and how they can break
 - This is a good point to give them hands on experience with operating the WoW and taking it apart.
- Explanation of access. Badge & PIN vs ID/PW
 - This is important as users typically don't get it and they need to know what issues they run into. PIN only goes with badge. If AD account is locked or needs password reset, the badge will not work.
 - Also discuss current glitch with users being access to reset password and it not working (“not meeting guidelines”). Do fresh reset to assist the user.
- Imprivata how to clear PIN, proximity card, sync new users
- Imprivata agent / Password manager on Hank1 desktop
 - Show how applications added/removed
- Printerlogic/Adding printers (KB0011187)
 - Badgeprint and badgeprint server
- Green Director
 - How to use
 - Discuss what is actually displaying under the user profile such as finding endpoint, checking applications, etc.
 - What not to do

- UMS console (KB0011149)
 - How to shadow
 - Other functions such as restarting, resetting Imprivata from appliance mode, etc.

Printing

- Intro to print management at HH
 - Who Vereco is and their on-site team members
- Set up of print servers
- Adding printers for users local/Hank1 (KB0011187)
- Badge printers (KB0011134)
- Location of master printer list on Sharepoint
 - How to look up either printer name or Vereco ID
- After hours printer emergency (KB0011241)
 - What to do. Where to find that information.

Remote Access Tools We Use

- SCCM
- Remote Control Viewer and caveats
 - Caveats: If user recently restarted PC, won't work with hostname for a few minutes. Can use IP address.
- Remote Assistance and caveats
 - Caveats: Doesn't work for you if you need to input admin credentials.
- Shadowing on VDI (Desktop Director)
- HMM Apps (for remote access to HORC, etc)
- Teamviewer

Working with Providers

- Review of Med Staff Roster
- Hank Prod Applications demo
- Other items as necessary

Telecom

- Types of phones in use
- Cisco, NEC
- Voalte phone and desktop messenger

Networks

- Go over different wifi networks (KB0010963)
- Go over how HH devices are set up to access wifi
- Who to escalate to on Networking team

Mobile Devices/Remote Access for Users

- Who is allowed HH phones, remote access
 - Exempt employees, etc
- Setup with Airwatch
- my.huntingtonhospital.com
- GlobalProtect VPN

Information Security

- Go over members of Infosec team
- Common items such as phishing. Sending email to spambox address. Email filtering(Spam) (KB0011073)
- Traps
- Device encryption. Bitlocker vs Credant. (recovery)
- Escalating to this team for other issues

Common Issues/Troubleshooting

- What to ask first during a call
 - Username
 - Extension
 - What type of device budgetap/Hank1 or regular PC
 - Device name. How to help user find it.
- "Hank1 password change glitch" asks to change password but won't tap
- "Stuck" Cerner sessions on Hank1. Key phrases: 'Cerner frozen'; 'black screen'
- Unable to log in.
- Office License
- Email Encrypt
- Missing/Lost/Stolen Hardware (KB0011078)
- Data Recovery / Backup standards
- Virus/Malware
- Hardware issues
- Software installation (installation Path)
- Software Activation

General Policies

- Scheduling moves
- Access Request Forms
- Stolen/Missing Equipment
- HIPAA/PII/PHI
- Infection Control (08.50.131)/Hand Hygiene
- Working on tickets and following up.