

Choosing a Type – if unsure which type to choose, please contact the Service Desk 828-6620

New Hire

- A new employee to State Government (permanent, part-time, temp or limited service) that has or will have an employee ID payroll number
- A new vendor/partner/contractor/intern that is not paid by an employee ID payroll number
- A Current user moving within State Government from one department/division to another
 - Transferring from a different department/division
 - Changing from a Temp State employee or Vendor from one department into a permanent state employee of a different department

– A LANDesk UAR Request is done by Hiring Agency/Department to request accounts to be created and identify file folder/application access plus any distribution lists they should be added onto and/or accounts specific to the new position. If a transfer, please complete the box called "Transfer from Department".

* Permanent/Temp/Contractor: [dropdown menu]
Transfer from Department: [dropdown menu]
* Office 365 License Requested: [dropdown menu]

Termination

- An employee who has terminated employment and must be removed from ALL SOV accounts that you identify
- A vendor/partner/contractor account who no longer needs SOV accounts that you identify
- A Current user moving within State Government from one department/division to another
 - Transferring to a different department/division
 - Changing from a Temp State employee or Vendor from one department into a permanent state employee of a different department

– A LANDesk UAR Request / Termination is done by the Departing Agency/Department to remove all current accounts which includes archiving of email account and H:drive home folder. Since the archived accounts are the property of the departing department, authorization and permission for a user to have access to the mailbox and files is should be noted in the description details, if permitted.

Request Details

* Summary: John Doe is Transferring from VDH to DMH on ?/?/?

Description: John Doe may continue to have access to his email and/or H:Drive folders from VDH per approval from M. Smith, Manager/Supervisor.
OR ...
M. Smith, Manager/Supervisor, needs access to John Doe's archived email and/or H: Drive Folders.

Changes to Existing - (For a User/Employee/Vendor/Contractor/Partner)

- Name Change to a current user. Identify user's current existing name, then in description box, detail what the new name should be changed to. This will require account actions be picked to identify what account's the user has that will need the name change.
- Current user requires change in access/permission to an existing folder or account (i.e. for example: need to be added to an existing Active Directory network folder, removed from a security group, and/or shared email box or calendar)
- Current user requires change to add/remove a program account **due to changes in duties**. (i.e. add OnBase, AFG, Peaks application if user did not have it previously OR remove ACD phone, OnBase, OMS).
- Current user is **moving positions within the same department/division** and minor changes to their accounts need to be made such as location, supervisor, job duties, folder access and distribution list changes. If their email and H:drive do not need to be archived since they are not moving out of their division, then a "changes to existing" can be used to add and remove them from permissioned accounts.

Examples for summary box or description box of departing location: UserName "is transferring to a new district within FSD and needs to be removed from some DLs and calendars at the end of the day on ?/?/??" and the hiring location would then do a ticket to add user to the DLs and Calendars needed.