

PROCEDURE MANUAL

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		Last Revision Date:	03-11-2026
		Effective Date:	03-22-2022
		Last Review Date:	04-13-2026
Section:	Technology	Subject:	New Employee Setup

PURPOSE

The purpose is to outline the procedure Arizona Western College's (AWC) Information Technology Services & Support (ITSS) takes for the setting up of a new employee with the technology and access required to perform their duties.

SCOPE

This procedure applies to all users of AWC technology assets including employees, students, volunteers and contractors. Access levels and provisioning requirements may vary based on user classification (employee, student, contractor, volunteer).

PROCEDURE

1. Account Activation and management
 - 1.1 Arizona Western College's (AWC) Information Technology Services & Support (ITSS) will create a unique user account for every employee.
 - 1.2 ITSS Standard Operating Procedure on Account Management may be referenced for specific requirements listed below:
 - i Password complexity and changes
 - ii Unsuccessful account login lockouts
 - iii Windows inactivity time out
 - iv Access will be provisioned based on role-based access control (RBAC) and least privilege principles. Supervisor approval is required prior to account creation.
2. Notification

AWC ITSS requires all supervisors to notify the Service Desk of any technology needs via the ITSS Request Support page

 - 2.1 Employees will be notified of their new account username and how to begin using the account via automated email when the account is created.
 - 2.2 New User Setups are to be assigned to the most appropriate technician.
3. Communication
 - 3.1 Once assigned, the technician is responsible for all further communications with the supervisor and the employee to fulfill the request.
 - 3.2 If the request falls outside the non-standard equipment, communicate with your supervisor to find a solution that meets the prescribed needs.

4. Approved Hardware

4.1 PC desktop or laptop with Windows Operating System and Office Suite.

- i Users are provided with dual monitors as standard issue.
- ii Specific needs above and beyond the standard must be approved by the employee's supervisor, and the Chief Information Officer (CIO). Budgetary constraints may limit needs even with the necessary approvals and could fall back to the employee's department to fund.
- iii ITSS keeps on file the latest approved standard desktop and laptop configurations. (Reference 223.002 – Standard Equipment Issue)

4.2 Printers

- i Employees will be set up to print to the nearest network printer.
- ii If approved, all individual desktop printer purchases are to be funded by the department, including toner and supplies.
- iii Employees should request ITSS to assist with quotes and/or model numbers to ensure they are compatible with the computer and network systems.

HISTORY

IT Reviewer Name	Update Date	AWC Reviewer	Approval Date
Tyler Vodehnal	1-24-2023	Ashley Herrington	5-22-2023
		D Corr	5-22-2023
Scott Estes, Caleigh Flores, Tyler Vodehnal	11-20-2023	D Corr	04-01-2024
Scott Estes, Tyler Vodehnal, Mercedes Soto	2/3/2025	Dr Daniel Corr	05/06/2025
Scott Estes, Tyler Vodehnal	02/04/2026	Dr. Reetika Dhawan	4/13/2026