Employee Account Provisioning

Standard operating procedure | Illustrative example

Illustrative example for a fictional organization. Replace its names, ticket, systems, approvals, and controls before use.

Document control	Value	Document control	Value
SOP number	SOP-IT-014	Version	1.0
Effective date	2026-10-01	Next review	2027-04-01
Process owner	IT Operations Lead	Prepared by	Maya Chen, IT Operations

1 Purpose

Create an employee account only after an approved hiring request, then verify that the assigned access matches the approved role.

2 Scope

Employees at the illustrative organization Northstar Studio; starts when HR sends an approved onboarding ticket and ends when the hiring manager records first sign-in confirmation. Contractors and privileged admin access are outside this SOP.

3 Responsibilities

Role	Responsibility
HR Operations	Submits the approved request and confirms start date and manager.
IT Service Desk	Creates the account, applies approved access, records evidence, and sends activation instructions.
Hiring manager	Approves the role and access list; verifies the person can begin work.
IT Operations Lead	Owns revisions and exception decisions.

4 Inputs and prerequisites

Approved onboarding ticket HR-4821; employee name and start date; named hiring manager; approved role/access list; identity-system access for the IT Service Desk.

5 Procedure

Each step has a role, action, output, and acceptance check. Add or remove steps to match the real workflow.

#	Role	Action	Output	Acceptance check
1	HR Operations	Submit ticket HR-4821 with start date, manager, and approved role/access list.	Complete onboarding ticket	Manager approval and required identity fields are present.
2	IT Service Desk	Compare ticket fields with the HR record; stop if any identity or role detail differs.	Validated request	Employee identity, manager, start date, and access list match.
3	IT Service Desk	Create the standard employee account and apply only the approved role groups.	Account and group record	Assigned groups equal the approved list; no administrator role is present.
4	IT Service Desk	Record account ID and group list in HR-4821; send activation instructions through the approved channel.	Ticket evidence and delivery record	Ticket contains account ID, access list, and delivery timestamp.
5	Hiring manager	Confirm the employee can sign in on the start date; ask IT to resolve any mismatch.	Manager confirmation	Sign-in confirmation is recorded; unresolved access stays open.

6 Quality checks

Before closing HR-4821, IT compares account ID and assigned groups with the approved request. The hiring manager confirms first sign-in. Record both checks and the checker in the ticket.

7 Exceptions and escalation

If approval is missing, identity data conflicts, or requested access exceeds the standard role, stop provisioning. IT Service Desk marks HR-4821 blocked and sends it to the hiring manager and IT Operations Lead. Do not grant disputed access until a corrected request is approved; log the resolution and resume at step 2.

8 Definitions and references

Onboarding ticket: the approved request record. Role group: a set of application permissions approved for the employee's role.

Illustrative organization: Northstar Studio onboarding ticket HR-4821 and approved role/access list. Replace these with your own policy and system links.

9 Review and approval

Decision	Name or role	Date / evidence
Prepared	Maya Chen, IT Operations	2026-10-01
Reviewed	Jordan Lee, HR Operations	2026-10-01
Approved	Avery Patel, IT Manager	2026-10-01

Example names and dates demonstrate where approval is recorded; they do not represent real signatures.

10 Revision history

Version	Date	Change	Prepared by	Approved by
1.0	2026-10-01	Initial illustrative example	Maya Chen	Avery Patel

When the process changes, revise the affected steps, rerun the checks with a person who performs the work, obtain approval, and update the version and review date.