

## Onboarding Full Time employee

Who sends requests: STS approved HR Staff in the region the employee will be stationed (especially on Transfers).

When to request: Minimum 2 weeks lead time

How to request: Email [EI\\_DCS\\_ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov)

What to put into email:

1. Subject Line:
  - a) Insert "Personnel Action" in the subject line.
2. Add the following content in the body of the email:
  - a) State Employee
  - b) New Hire or Transferring to another State Agency or Transferring within Agency
  - c) Name of employee
  - d) Phone Number
  - e) RACF ID (If known)
  - f) Effective Date or Last Scheduled Date to Work - (2 weeks from date of request please)
  - g) Agency/Division - DCS / Division name (i.e. Juvenile Justice/Child Safety/Child Program/etc.)
  - h) Supervisor
  - i) Supervisor Phone Number - Supervisors direct line and not the general office line
  - j) New Office Location - (Site of worker)
  - k) Telework (yes or no)
  - l) Name of Contractor's Company or Co-Op/Intern's Schools (Not applicable here)
  - m) Special Notes:
    1. Job title (Family Services Case Worker)
    2. Region (i.e. Mid Cumberland)
    3. Work Unit (Advocacy)
    4. PC/Laptop/or Tablet (per DCS policy)

Purpose:

This email will serve as a request to the proper DCS OIT staff to create a RACF ID (EI number) with an associated Active Directory and email address request, incident management system profile request, Share Folder rights request, TFACTS access, and Computer/Laptop/Tablet PC requests. Any other special requests should be noted in special notes such as access to ACCENT.

*Please note this request will not perform an IPT and Mobile phone request. The regional liaisons, who are currently performing cell/IPT requests will continue to do this through the service catalog in remedy.*

DCS OIT will coordinate with supervisors, property officers, workstation support, and OIR to ensure a more seamless onboard/off board process.

=====

## **Onboarding Contractor or Co-Op**

Who sends requests: Employee Supervisor, Director or FCCR must notify STS approved HR Staff to send the onboarding request email.

When to request: Minimum 2 weeks lead time

How to request: Email [EI DCS ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov)

What to put into email:

### Subject Line:

- a) Insert "Personnel Action" in the subject line.

### Add the following content in the body of the email:

- a) Contractor or Co-op
- b) New Hire
- c) Name of employee
- d) Phone Number
- e) RACF ID (If known)
- f) Effective Date or Last Scheduled Date to Work
- g) Agency/Division
- h) Supervisor
- i) Supervisor Phone Number
- j) New Office Location
- k) Telework
- l) Name of Contractor's Company or Co-Op/Intern's Schools
- m) Special Notes:
  - 1. Job title (Family Services Case Worker)
  - 2. Region (i.e. Mid Cumberland)
  - 3. Work Unit (Advocacy)
  - 4. PC/Laptop/or Tablet (per DCS policy)

=====

## Onboarding Private Provider

Who sends requests: DCS Network Development Division

When to request: Minimum 2 weeks lead time

How to request: Email [EI\\_DCS\\_ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov)

What to put into email:

Subject Line:

- a) Insert "Personnel Action" in the subject line.

Add the following content in the body of the email:

- a) Private Provider
- b) New Hire Effective Date
- c) Attach Private Provider worksheet (CS-0944 TFACTS access Request for Providers)

=====

## Off boarding Full Time Employee

Who sends requests: STS approved HR Staff

When to request: ASAP – **non-voluntary terminations** should be sent immediately after employee is released. OIT can coordinate access removal for non-voluntary terminations if desired. Please put in the special notes field, the time desired for termination coordination. In the event of an unplanned emergency separation the employee's supervisor, FCCR, RA (or designee) or YDC Superintendent (or designee) sends the Personnel Action email to [EI\\_DCS\\_ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) copying their regional STS approved DCS HR representative.

How to request for a planned separation both voluntary and involuntary: STS approved HR staff emails [EI\\_DCS\\_ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov)

What to put into email:

3. Subject Line:

- a) Insert "Personnel Action" in the subject line.

4. Add the following content in the body of the email:

- a) State Employee
- b) Separating from State Employment
- c) Name of employee

- d) Phone Number - **Actual desk and cell number of employee**
- e) RACF ID (If known)
- f) Effective Date or Last Scheduled Date to Work
- g) Agency/Division
- h) Supervisor
- i) Supervisor Phone Number
- j) New Office Location
- k) Telework
- l) N/A
- m) Special Notes:
  - 1. Job title (**Family Services Case Worker**)
  - 2. Region (**i.e. Mid Cumberland**)
  - 3. Work Unit (**Advocacy**)

**Purpose:**

This email will serve as a request to begin AD/Email termination request, TFACTS removal request, and equipment retrieval requests.

*Please note this request will not perform an IPT and Mobile phone request. The regional liaisons, who are currently performing cell/IPT requests will continue to do this through the service catalog in remedy. **Please understand that phones should be terminated quickly since DCS is being billed if we do not terminate the phone line. Desktops, Laptops, and Tablets are to be returned to STS to ensure that inventory is changed to inactive***

=====

**Off boarding Contractor or Co-op**

Who sends requests: Employee Supervisor, Director, FCCR, RA (or designee), YDC Superintendent (or designee) or STS approved HR Staff

When to request: ASAP – **non-voluntary terminations** should be sent immediately after employee is released. OIT can coordinate access removal for non-voluntary terminations if desired. Please put in the special notes field, the time desired for termination coordination.

How to request for both planned and emergency unplanned separations: Employee's supervisor, FCCR, RA (or designee) or YDC Superintendent (or designee) sends the Personnel Action email to [EI\\_DCS\\_ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov) copying their regional STS approved DCS HR representative.

What to put into email:

- 5. Subject Line:
  - a) Insert "Personnel Action" in the subject line.

6. Add the following content in the body of the email:

- a) State Employee
- b) Separating from State Employment
- c) Name of employee
- d) Phone Number **Actual desk and cell number contractor/Co-op**
- e) RACF ID (If known)
- f) Effective Date or Last Scheduled Date to Work
- g) Agency/Division
- h) Supervisor
- i) Supervisor Phone Number
- j) New Office Location
- k) Telework
- l) Name of Contractor's Company or Co-Op/Intern's Schools
- m) Special Notes:

=====

## Off Boarding Private Provider

Who sends requests: DCS Network Development Division

When to request: ASAP

How to request: Email [EI\\_DCS\\_ONBOARDING@tn.gov](mailto:EI_DCS_ONBOARDING@tn.gov)

What to put into email:

Subject Line:

- a) Insert "Personnel Action" in the subject line.

Add the following content in the body of the email:

- a) Private Provider
- b) Termination Effective Date
- c) **Attach Private Provider worksheet (CS-0944 TFACTS access Request for Providers)**

=====