



Staff arrival — 9 profiles, 21 accesses

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File built at D-5 · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The 9 arrival profiles are drawn from the accesses actually held by serving staff in each department**, not from a theoretical list.

What an arrival actually requires

Measure	Value	Source
Arrivals a year	74	Human resources department
Openings per arrival	21	Domain account, mailbox, single sign-on portal, business application, network drives, telephony, badge, workstation and peripherals
Access missing on the first day, before	1 in 5	The business application 14 times out of 74 — its request went out after the arrival

Measure	Value	Source
Quarter under the agent	19 arrivals, 399 accesses opened the evening before	0 missing on the first day

The 9 arrival profiles

Department	What is specific to its list
Civil status	Business application and named authorisation
Finance	Access to the financial information system, entry profile
Human resources	Restricted access, staff files kept apart
Planning	Assessment software and filing platform
Library, school, technical centre	Shared workstations and shifted hours — Saturdays count
Management, front desk	Telephony, equipped rooms, shared diaries

The route, from D–5 to the first day

Stage	Timing	Who decides
Complete file built as soon as HR records the arrival	D–5	Applicable profile, 21 pre-filled requests, equipment to prepare
Approvals to obtain, with the name of each approver	D–5	The head of department
Granting of rights	25 minutes instead of 2 days	The information systems security officer, in one pass on a complete file
Welcoming the newcomer	First day	Digital counter and telephone, from 8 a.m.

The 9 internal forms of the information system

Measure	Before	With the agent
Forms abandoned mid-entry	34 %	6 %
Forms arriving complete	—	212 out of 226 over the quarter
Main cause of abandonment	Missing document or endorsement discovered along the way	The documents to prepare are announced BEFORE starting

74 arrivals a year are 74 first days that start with work rather than with a call to the helpdesk — and a head of department with nothing left to claim from the IT department.

For the authority to settle

Arrival profiles approved and go-live date: _____

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