Staff arrival — 9 profiles, 21 accesses

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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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.

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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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