

DHR HIRING MANAGER/SUPERVISOR ONBOARDING OPERATING PROCEDURE FOR SILVER LAKE & READS WAY LOCATIONS	
DHR-INT-OP #: DHR-INT-OP-222.1	Authority: <u>29 Del. C. &amp; 9003D</u>
Effective Date: May 29, 2024	Revision Date: N/A
Supersedes: N/A	Signature: N/A
Application: Department of Human Resources Hiring Manager/Supervisor with Employees assigned to Silver Lake and Reads Way locations	

## 1. Eligibility/Application

This operating procedure applies to DHR Hiring Managers or Supervisors who have selected and offered an applicant or are responsible for this onboarding of an applicant to a DHR position assigned to the Silver Lake or Reads Way locations.<sup>1</sup>

## 2. Policy/Regulation

- a. Once the Interview Panel has selected a successful candidate and the DHR position, assigned to either the Silver Lake or Reads Way locations, is offered, the Hiring Manager/Supervisor shall disposition the employees interviewed in the State’s Recruitment/Hiring system (JobAps) within three (3) business days.
- b. Central Talent Acquisition (CTA) will then take steps in JobAps that begins DTI’s ILM automated onboarding processes of state IT identity verification (online identity proofing) and account provisioning of network access which involves inquiries to the Hiring Manager/Supervisor who will respond timely to requests from the DTI ILM Onboarding system.
- c. Procedures for New Hires may differ based on whether the position has been filled previously.
- d. All DHR Directors and Hiring Managers/Supervisors are responsible for keeping track of staff phone numbers at these locations.
- e. The Hiring Manager/Supervisor is responsible for confirming the new hire’s phone number with the IT Director and Director of Financial and Administrative Services via email at DHR. For computer/software and telephone programming requests, Hiring Managers/Supervisors Designee shall complete and submit the [IT Onboarding Order Guide](#) for a New Hire.
- e. The Financial and Administrative Services section shall purchase equipment and software. **Note:** Equipment may take up to 2 weeks, from order date to delivery. This time frame may be extended when hiring near fiscal year end.
- f. The Hiring Manager/Supervisor shall provide the administrative staff/receptionist at Reads Way or Silver Lake information or at their location contact information regarding the new hire.
- g. The administrative staff or receptionist at the location shall update the master phone contact list with the New Hire’s contact information.
- h. The Hiring Manager/Supervisor shall request from DHR Ben/Rep a key fob for after-hours access to the Silver Lake or Reads Way location, if needed.

<sup>1</sup> At the time of issuance of this Operating Procedure, the Department of Human Resources is centralized with DTI using the ILM system and DHR Hiring Managers are using the JobAps Hiring Managers module.

- i. Failure to adhere to this Operating Procedure, or any part of the process, will result in a delay in a new hire's onboarding experience.

### **3. Operating Procedures**

- a. Once the candidates are dispositioned in the State's Recruitment/Hiring system, DTI's Onboarding system is triggered, which will send inquiries to the Hiring Manager/Supervisor, who shall respond accordingly.
- b. If the position is new or has not been filled previously at the Silver Lake or Reads Way locations, the Hiring Manager/Supervisor shall:
  - 1) Send information to the Financial and Administrative Services Director requesting assignment of an office, cubicle, or other workspace;
  - 2) Contact the Director of Financial and Administrative Services and/or the IT Director, who shall request a new phone number. (Once the Hiring Manager/Supervisor has confirmed the new hire's phone number with the DTI Director or Director of Financial and Administrative Services, then they may proceed with completing the IT Onboarding Ordering Guide request);
  - 3) If applicable, request equipment and software using the [IT Onboarding Order Guide](#) accordingly:
    - Order is to include laptop, bag, headset, and specific software such as Adobe Pro, if needed.
    - For existing software like Adobe Acrobat Pro, the selection is made by entering details of the former user and to whom the license will be transferred in the "Additional Information" pertaining to Software Needs' section.
    - DTI will send a quote for equipment to the Hiring Manager/Supervisor who made the request and the DHR Financial and Administrative Services Director.
    - The DHR Financial and Administrative Services section shall purchase, equipment and software which may take up to two weeks, from date ordered and received/delivered.
    - The phone programming request is generated based on the completion of the IT Onboarding Ordering Guide.
      - Select "Yes" when prompted by the question: "Is there a physical desk phone currently at the workstation?"
      - Click on the drop-down box titled: Program Phone Service – EVS Cisco.
      - The DTI Service Desk team will then set up the new hire with telephone access, computer access, and any access to network drives, if required.
  - 4) If your new hire is replacing a previous employee, indicate that there is an existing phone number to assign, and include the previous employee's phone number.
    - If the position was previously filled, the Hiring Manager/Supervisor shall email the Financial and Administrative Services Director with the new hire's name and assigned location and cubicle/office number. This allows the office/seating assignments and the Robin Reservation system to be updated.
    - The keyboard and mouse should have been left at the location by the previous employee.
- c. For employees transferring from another state agency, the Hiring Manager/Supervisor must **also** complete the [Modify/Transfer User Request Form](#) in conjunction with the [IT Onboarding Order Guide](#) and follow submission instructions on the Form.

- d. The Hiring Manager/Supervisor shall notify the receptionist at Reads Way or Silver Lake and the Director of Financial and Administrative Services of the new employee's name, phone number assigned, and office/cubicle/tripod/touchdown number of assigned space to update the master phone contact to appropriately route phone calls.
- f. The Hiring Manager/Supervisor is to request from DHR Ben/Rep a key fob for after-hours access to Reads Way, if required per their job duties.
- f. The Hiring Manager/Supervisor shall send a request to the building receptionist at Reads Way or Silver Lake to create a name plate and include requested pronouns for employee, if applicable.
- g. Prior to the employee's first day of work, the Hiring Manager/Supervisor must review the [New Hire Supervisor Checklist](#) and the [DHR Hiring Manager/Supervisor Checklist For Silver Lake and Reads Way Locations](#) to assure that the employee receives access to all necessary worksites, IT equipment and credentials required to complete and perform their work.
- h. On the first day of work, the Hiring Manager/Supervisor shall review the Robin Reservation System (review how to reserve spaces), Service Now (requesting DTI Assistance, or reviewing submitted requests), and the [New Office Space Guidelines](#) with the new hire.

#### **4. Definitions and Acronyms**

- **Candidate** – Individual applying for a DHR position. Candidate is synonymous with applicant and may be used interchangeably in this document.
- **CTA – Central Talent Acquisition**
- **DTI – Delaware Department of Technology and Information**
- **Hiring Manager** – the position's supervisor or other employee responsible for filling a vacant DHR position.
- **ILM - Identity LifeCycle Management** - The DTI-managed solution that delivers Delaware's Identity Service (myDelaware and Delaware ID) that provides secure digital identities for State employees, residents, and visitors, enabling secure access to Delaware's computing networks, systems, and online services. It is the current cloud-based platform (underlying operating system) upon which myDelaware and Delaware ID are built.
- **New Hire** – An applicant/candidate who has been offered employment with a State Agency, which includes applicants from other agencies or state organizations.
- **Onboarding** – New Hire Onboarding (NHO) – The process in which new hires are integrated into an organization in an accessible and inclusive manner. It includes preboarding, statewide onboarding with new employee orientation process, and agency onboarding.
- **Operating Procedure - (OP)** – an established or prescribed method or steps to be followed routinely for the performance of designated operations or in designated situations that only applies to a specific process for a specific cohort of DHR staff and may or may not require statutory authority.
- **Supervisor** – a person in a position who, on a regular and continuing basis, plans, assigns, reviews, disciplines, recommends hire, termination, and/or promotion and may use this onboarding process for their employee.
- **Transfer** – For this OP, Transfer refers to New Hires who are previously employed by another State Agency and are moving directly to a position at DHR.

#### **5. Exclusions or Exceptions**

- DHR employees not assigned to Silver Lake or Reads Way locations.

## **6. Dissemination and Training**

- New Supervisors or Hiring Managers shall receive this DHR Operating Procedure within 30 days of their hire into a supervisory position from the Delaware Learning Center (DLC).
- All new Hiring Managers shall attend Talent Acquisition’s Hiring Manager training the next time it is offered after being hired as a Supervisor if their position is selected as a Hiring Manager.
- Hiring Managers and Supervisors must read and acknowledge receipt of this OP in the DLC, or if not applicable by other means within designated time frame.

## **7. Data Reporting**

- None.

## **8. Associated Policy/Regulation/Information**

- [Merit System Hiring/Recruitment Policy and Procedure](#)
- [OKTA & JobAps Instructions for Hiring](#)
- [New Office Space Guidelines](#)
- [Employee Onboarding and Offboarding Policy and Procedure](#)
- [DHR Hiring Manager/Supervisor Onboarding Checklist – Silver Lake and Read’s Way Locations.](#)

## **9. Appendices and Forms Associated with this Operating Procedure**

- [IT Onboarding Order Guide](#)
- [Modify/Transfer User Request Form](#)
- [New Hire Supervisor Checklist \(statewide\)](#)

## **10. Policy Owner**

- Division Name: Financial and Administrative Services
- Policy Owner: Director of Financial and Administrative Services
- Website: [DHR - Financial & Administrative Services \(delaware.gov\)](#)