**Employee Offboarding Automation – Workflow Documentation**

**Use Case**

Standardize and automate the employee offboarding process when a termination or resignation is reported.  
Ensures the consistent deactivation of accounts, retrieval of assets, and adherence to policy compliance, while reducing risk and human error.

**Trigger**

Service Request is raised

**Condition**

Requested Item = Termination Request

**Actions**

* Create child tasks for account deactivation, asset recovery, badge return, and exit interview
* Notify the IT Security Team
* Send approval to HR to confirm the exit date
* Change ticket status to “Pending Closure” until all tasks are complete

**ITIL Practices Involved**

* Request Fulfillment
* Access Management
* Information Security Management
* Asset Lifecycle Management

**Workflow Node Breakdown**

1. Event Node – Service Request is raised
2. Condition Node – Requested Item = Termination Request
3. Action Node – Create child tasks for deactivation, asset recovery, etc.
4. Action Node – Notify IT Security
5. Approval Node – HR Confirmation of Exit Date
6. Action Node – Change ticket status to “Pending Closure”