# Task 16.1 – Service Catalog-Driven Onboarding & Offboarding Agenda

## Agenda Items

• Design and configure separate catalog items for onboarding and offboarding

• Apply business rules to handle conditional field visibility and access by role

• Build automation workflows to assign tasks, approvals, and notifications

• Use task templates and dependencies to ensure procedural sequencing

• Test the end-to-end flow for accuracy and performance

• Establish review and escalation mechanisms for operational resilience