# New Employee Onboarding Automation – Workflow Documentation

## Use Case

Automate the onboarding process when HR or a manager submits a 'New Hire Request' from the service catalog. This ensures consistency, faster fulfillment, and compliance with internal access and provisioning policies.

## Trigger

Service Request is raised

## Condition

Requested Item = New Hire Request

## Actions

• Create tasks for IT, HR, and Facilities

• Auto-assign based on location or department

• Send approval to hiring manager (using Manager Lookup)

• Notify the new employee once the setup is complete

## ITIL Practices Involved

• Request Fulfillment

• Access Management

• Information Security Management

## Workflow Node Breakdown (Freshservice)

1. Event Node – Service Request is raised

2. Condition Node – Requested Item = New Hire Request

3. Action Node – Create tasks for IT setup, HR documentation, Facilities provisioning

4. Action Node – Auto-assign tasks using Location or Department field

5. Approval Node – Send request to hiring manager (Manager Lookup)

6. Notification Node – Email to the new employee after all tasks are completed