# SLA and Security Checklist – Onboarding & Offboarding

✅ Is account provisioning SLA defined (e.g., 48 hours before start)?

✅ Are tasks assigned to the correct fulfillment groups?

✅ Does offboarding include steps to disable accounts and collect assets?

✅ Are SLA breach notifications routed to escalation managers?

✅ Is there automation to close the parent ticket after all child tasks are complete?

✅ Are approvals logged and auditable?

✅ Is equipment return tracked per task?

✅ Is a final confirmation step included for security and HR sign-off?