# TLC Onboarding

<table>
<thead>
<tr>
<th>Week 0 / Pre-Work</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
<th>Week 5 – Go Live</th>
</tr>
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<tbody>
<tr>
<td>TLC Team</td>
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### TLC Team

- TLC Team
- [Interim Assgmt for IT](#)

### Customer Communication

- Introduction to TLC Email
- Core Support Team: Introduction Video
- TLC Features and Benefits video
- How to Get Support Email
- What to Expect at Go Live Email
- Go Live Email

### IT Collaboration

- Dept IT Staff Pre-Onboarding Questionnaire
- [Device Inventory](#)
- [macOS, Linux](#)
- [Device Inventory - Mac, Linux](#)
- Identify Unit Apps for the Hub
- [Build Department Profile](#)
- [Deploy Workspace One](#)

### TLC Features and Benefits

- Video
- [ServiceNow Self-Service Training](#)
- [Go Live Email](#)

### Core Support Team

- Weekly TLC office hours for all customers
- [ServiceNow licensing for IT](#)

### Weekly TLC Office Hours

- [Dept IT Staff Meeting – If Necessary](#)
- [Do Not Send FIC email to Refresh Old Computers](#)
- [What to Expect at Go Live Email](#)
- [Build Department Profile](#)
- [Deploy Workspace One](#)
- [Update available Apps in the Hub](#)

### Week 5 – Go Live

- [Go Live Email](#)
- [Refresh Older Computers](#)
- [ServiceNow Self-Service Training](#)
- [Identify the refresh candidates](#)
- [Identify the refresh candidates](#)
- [Deploy Workspace One](#)
- [Update available Apps in the Hub](#)
- [Refresh Older Computers](#)
- [ServiceNow Self-Service Training](#)

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**Notes:**

- **TLC Team**
- **Customer Communication**
- **IT Collaboration**