# TLC Onboarding

| | Week 0 / Pre-Work | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 – Implementation |
|---|---|---|---|---|---|---|
| **TLC Team** | TLC Team<br><br>ServiceNow licensing for IT | | Refresh Older Computers | | | Manage devices |
| **Customer Communication** | | Introduction to TLC Email (Division/Department Leadership)   Welcome to TLC email | How to Get Support Email | What to Expect at Implementation Email | | Implementation Complete Email |
| **Customer** | Weekly TLC virtual office hours for all customers every Wednesday at 9:00 am and Thursday at 2:00 pm | | Work with TLC Support to Refresh Old Computers | | | |
| **IT Collaboration** | Dept IT Staff Pre-Onboarding Questionaire<br><br>Compete CatNet 2.0 (BlueCat) Migration<br><br>Complete/Update ASITS Toolkit<br><br>Migration on prem file shares to a Cloud Solution<br><br>Migrate all email services to UAConnect O365 | Dept IT Staff Meeting – Wk 1<br><br>Site Visit<br><br>Identify the refresh candidates<br><br>Build Department Profile (if needed) | Dept IT Staff Meeting – If Necessary<br><br>ServiceNow Self-Service Training (IT) | Dept IT Staff Meeting – If Necessary | Dept IT Staff Meeting – Implementation | |

Spanning IT Collaboration (Week 2–Week 5): Enroll or refresh existing Mac and Windows devices

Spanning IT Collaboration (Week 2–Week 5): Update available Apps in the Hub