



State of Utah MSP
Program Process – Executive Agencies
6. Closing a Project Assignment – Offboarding Request

Offboarding Process:

- 1) Agency Manager will complete and submit the offboarding request form via the UTMSP Managers site:
Link to UTMSP Managers Site:
<https://programs.knowledgeservices.com/utmsp/utmsp-program-managers-info/>
Link to UTMSP Offboarding Request Form:
https://knowledgeservices.formstack.com/forms/utmsp_offboarding_request
- 2) DTS Contracts will review the completed offboarding request.
 - DTS Contracts will submit the ServiceNow Contractor Termination Request.
 - Ticket submission will include the Agency Managers specified end date/time.
 - Link: [DTS Contractor Termination Request](#)
 - The submitted ticket will generate tasks to terminate the following:
 - Network access (Help Desk)
 - Utah ID account (Help Desk)
 - Email account (Help Desk)
 - VPN access (Help Desk)
 - ServiceNow Roles (ServiceNow Support)
 - RSA Token (Enterprise Security)
 - Background and UCJIS access (Eliana Sigler)
 - DTS Contracts will approve and send the offboarding request to the MSP and copy the Agency Manager.
- 3) Once approved, the Agency Manager will make any required Agency internal arrangements:
 - DTS Form 506 Security Delegation of Access Rights Request
 - ServiceNow Timecard
- 4) Once approved, the MSP will:
 - Contact the Agency Manager to clarify and set expectations for the end of assignment.
 - Contact the vendor and notify them of the end date/time.
 - Communicate all instructions and/or special needs to the vendor.
- 5a) After the resource is notified on the specified end date/time, the MSP will:
 - MSP will facilitate all requirements for the final billing.
 - dotStaff timecard
 - MSP will facilitate the successful return of State Equipment.
 - Coordinate shipping or in person drop off.
 - MSP will document and close the assignment in dotStaff.
 - Remove project access from the vendor/resource in dotStaff.
 - MSP will notify DTS and the Agency manager when offboarding has been completed.
- 5b) After the resource is notified on the specified end date/time, the Agency Manager will:
 - Terminate any/all local accesses.
 - Review and submit resource timecard(s) via dotStaff.

***Note: State Managers are not responsible for the notification to the resource/vendor. If any resource/vendor reaches out to a manager directly, please do not engage in conversations. If a resource/vendor violates the process and contacts a State Manager, please notify UTMSP@knowledgeservices.com as soon as possible. The MSP will actively correct this violation. Vendors are the employer of the resource. Managers are not to engage with the resource/vendor directly for offboarding needs.*

***Note: If removing a resource is urgent, please contact UTMSP@knowledgeservices.com to take immediate action. In an urgent matter, the manager can complete this form after the MSP takes immediate action with the resource/vendor.*