

STANDARD OPERATING PROCEDURE

# IT Onboarding and Access Management

Procedure for creating, changing and removing user access

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DOCUMENT NO.

VERSION

EFFECTIVE DATE

SOP-IT-007

2.0

1 February 2026

# Document Control

|                 |                                             |
|-----------------|---------------------------------------------|
| Document title  | IT Onboarding and Access Management         |
| Document number | SOP-IT-007                                  |
| Version         | 2.0                                         |
| Effective date  | 1 February 2026                             |
| Owner           | IT Manager                                  |
| Approved by     | Chief Technology Officer                    |
| Review cycle    | Every 12 months or when the process changes |

## Revision History

| Version | Date     | Description of change          | Approved by |
|---------|----------|--------------------------------|-------------|
| 1.0     | Apr 2024 | First issue                    | CTO         |
| 2.0     | Feb 2026 | Added quarterly access reviews | CTO         |

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# 01 Purpose

To ensure that employees receive the right access on time and that access is removed promptly when no longer required, protecting company and client data.

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## 02 Scope

Applies to all employees, interns and contractors and to all company systems, devices and cloud services.

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# 03 Definitions

| Term            | Definition                                      |
|-----------------|-------------------------------------------------|
| Least privilege | Giving only the access needed to do a job       |
| MFA             | Multi-factor authentication                     |
| Access review   | Periodic check that access is still appropriate |

# 04 Roles and Responsibilities

| Role         | Responsibilities                         |
|--------------|------------------------------------------|
| HR           | Raises joiner, mover and leaver requests |
| Manager      | Approves access for team members         |
| IT team      | Creates, changes and removes access      |
| System owner | Approves access to sensitive systems     |

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## 05 Procedure

### New Joiners

1. HR raises a joiner request five working days before the start date.
2. Manager confirms the role and required systems.
3. IT creates accounts with MFA enabled and prepares the laptop.
4. On day one, IT hands over the device and explains security basics.

### Role Changes

5. Manager raises a change request.
6. IT adds new access and removes access no longer needed.
7. System owner approves sensitive access.

### Leavers

8. HR raises a leaver request with the last working day.
9. IT disables accounts at the end of the last day.
10. Device is collected, wiped and logged.

#### **Urgent removal**

For involuntary exits, access is removed immediately on HR request.

### Quarterly Access Review

11. IT exports user lists from key systems.
12. Managers confirm or remove access within 10 working days.
13. Results are recorded and exceptions resolved.

# 06 RACI Matrix

*R = Responsible, A = Accountable, C = Consulted, I = Informed.*

| Activity       | HR | Manager | IT | System owner |
|----------------|----|---------|----|--------------|
| Joiner request | R  | A       | I  | —            |
| Create access  | I  | C       | R  | A            |
| Remove access  | R  | I       | R  | I            |
| Access review  | I  | R       | A  | C            |

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## 07 Records and Forms

| Record / form         | Kept by             | Retention     |
|-----------------------|---------------------|---------------|
| Access requests       | IT ticketing system | 3 years       |
| Access review results | IT Manager          | 3 years       |
| Asset register        | IT team             | Life of asset |

# 08 Performance Indicators

| Indicator                      | Target | Frequency |
|--------------------------------|--------|-----------|
| Accounts ready on day one      | 98%    | Monthly   |
| Leaver access removed same day | 100%   | Monthly   |
| Access review completion       | 100%   | Quarterly |

# 09 Appendix A: Access Request Form

|                       |  |
|-----------------------|--|
| Employee name and ID  |  |
| Role                  |  |
| Systems requested     |  |
| Access level          |  |
| Manager approval      |  |
| System owner approval |  |

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# 10 Appendix B: Device Return Checklist

| # | Check                  | Yes                      | No                       | Remarks |
|---|------------------------|--------------------------|--------------------------|---------|
| 1 | Laptop returned        | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 2 | Charger returned       | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 3 | Access card returned   | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 4 | Device wiped           | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 5 | Asset register updated | <input type="checkbox"/> | <input type="checkbox"/> |         |

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# 11 Acknowledgement

I confirm that I have read and understood this document and will follow it.

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**Name and signature**

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**Date**