

|                                                                           |                                       |                                                                                                       |
|---------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------|
| DIGITAL WORKPLACE   ENDPOINT ENGINEERING   WORKFORCE LIFECYCLE AUTOMATION |                                       | CERTIFIED FIT FOR REUSE (CFFR)                                                                        |
| <b>DIGITAL<br/>WORKPLACE &amp; JML<br/>TRANSFORMATION</b>                 |                                       | <br>WS06   5 PAGES |
| FROM<br><b>An approved hire</b>                                           | TO<br><b>A productive<br/>day one</b> | RETURN PATH<br><b>Recovered and<br/>redeployed</b>                                                    |

I redesigned how people receive, use, and return technology. A single workforce event in Workday now drives identity, ServiceNow requests, Coupa procurement, and zero-touch device setup via Intune and Windows Autopilot. The same chain runs in reverse when someone changes roles or leaves, so access and assets remain under control throughout the full joiner, mover, and leaver (JML) lifecycle.

## ENVIRONMENT

Multi-state retail enterprise with ~280 stores, distribution centers, and design studios supporting 3,000+ users.

## MY ROLE

Led the redesign, defined the joiner, mover, and leaver automation logic, drove the Workday, ServiceNow, and Coupa integration with partner teams, and owned endpoint compliance and recovery outcomes.

**70%+**

less manual  
provisioning time

**3.6h to  
<1h**

technician effort per  
device

**88% to  
96%**

endpoint compliance

**~40%**

faster HR request to  
ready user

**<10% to  
~97%**

asset recovery after  
separation

## &gt; ROUTE THROUGH THIS SAMPLE

## 01 Overview

Scope and results

## 02 Lifecycle

Joiner, mover, leaver

## 03 Integration

Systems and  
provisioning

## 04 Exhibit

Two tracked journeys

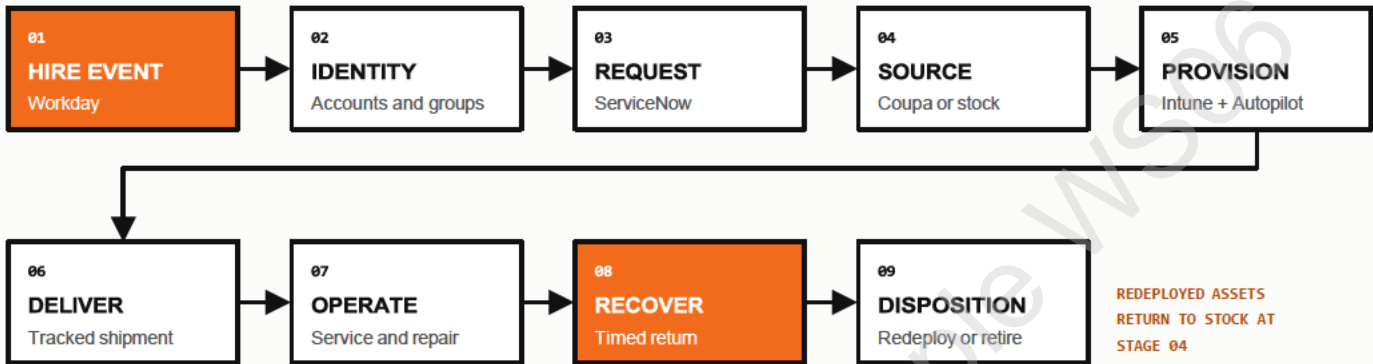
## 05 Controls

Recovery and results

## SECTION 02

## ONE LIFECYCLE, THREE TRIGGERS

The workforce event is the authoritative trigger. Nothing ships, no access opens, and no asset changes hands without a record that ties it to a person, a role, and a date.



Orange stages mark the triggers for hire and separation. A role or site change re-enters the flow at Identity. Every stage writes its status to the asset and requests records.

### > JOINER, MOVER, AND LEAVER (JML) AUTOMATION

| TRIGGER: HIRE APPROVED<br><b>JOINER</b>                                                                                                                                                                                                                                                                     | TRIGGER: ROLE OR SITE CHANGE<br><b>MOVER</b>                                                                                                                                                                                                                                                 | TRIGGER: SEPARATION ENTERED<br><b>LEAVER</b>                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Accounts and role-based groups are created before day one.</li> <li>A device request opens with role, location, and start date.</li> <li>Stock is allocated, or Coupa raises a purchase.</li> <li>Autopilot registers the device to its user and profile.</li> </ul> | <ul style="list-style-type: none"> <li>Group memberships update to the new role.</li> <li>Access from the prior role is removed on the change date.</li> <li>A hardware swap opens only when the role requires one.</li> <li>The asset record follows the person to the new site.</li> </ul> | <ul style="list-style-type: none"> <li>Access is disabled on the separation date.</li> <li>A return kit with prepaid shipping is issued.</li> <li>The recovery clock starts with timed escalation.</li> <li>Receipt, certification, and disposition close the record.</li> </ul> |

### > DESIGN RULES

- ☐ Role-based profiles apply before the first sign-in wherever possible.
- ☐ Exceptions run inside the same workflow, with no side-channel email.
- ☐ Custody, delivery, and completion evidence live in ServiceNow.
- ☐ Every stage reports status, so aging work is visible every day.

## SECTION 03

## INTEGRATION AND PROVISIONING

Each system owns one part of the truth. The integrations forward the event, so no one has to rekey data across platforms.

|                                                                                                                         |                                                                                                                             |                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>SYSTEM OF RECORD: PEOPLE</b><br><b>Workday</b><br>Hire, role change, and separation events that start every workflow | <b>SYSTEM OF RECORD: IDENTITY</b><br><b>Directory &amp; Identity</b><br>Accounts, access, and role-based groups             | <b>SYSTEM OF RECORD: WORK</b><br><b>ServiceNow</b><br>Requests, tasks, custody, exceptions, and lifecycle status                 |
| <b>SYSTEM OF RECORD: SPEND</b><br><b>Coupa</b><br>Purchase requests, approvals, and receipt of new hardware             | <b>SYSTEM OF RECORD: DEVICES</b><br><b>Intune + Autopilot</b><br>Zero-touch enrollment, configuration, apps, and compliance | <b>SUPPORTING FUNCTIONS</b><br><b>Logistics, Finance, Legal</b><br>Shipping evidence, chargeback, loss treatment, and legal hold |

### > EFFORT AND SPEED

#### Technician effort per device

BEFORE: MANUAL IMAGING AND SETUP



AFTER: ZERO-TOUCH WITH INTUNE AND AUTOPILOT



#### HR request to ready user (baseline = 100)



### > MODERN ONBOARDING

- ☐ Devices ship from the supplier or depot already registered to the user.
- ☐ The user signs in, and Intune automatically applies policies, apps, and settings.
- ☐ Compliance is checked before corporate resources open.
- ☐ Technicians handle exceptions and white-glove cases.

### > COMPLIANCE CONTROLS

- ☐ Encryption, patch level, and security baseline are checked continuously.
- ☐ Noncompliant devices lose access to protected resources until fixed.
- ☐ Compliance trends appear in the weekly operations review.
- ☐ Endpoint compliance rose from 88% to 96%.

## SECTION 04

## TWO-TRACKED JOURNEYS

The exhibit follows one joiner and one leaver through the redesigned lifecycle, the way the tracking log records them.

*Representative journeys. Journey A counts to the start date (Day 1); Journey B counts from the separation date (Day 0). Roles, days, and events are illustrative.*

|                         |            |                                                                                                                     |            |
|-------------------------|------------|---------------------------------------------------------------------------------------------------------------------|------------|
| JOURNEY A   JOINER      |            |                                   |            |
| Store manager, new hire |            |                                                                                                                     |            |
| Day -7                  | Workday    | Hire approved for a store manager role. The integration opens a ServiceNow request with role, site, and start date. | CREATED    |
| Day -7                  | Identity   | Account and role-based groups are provisioned. Access stays dormant until the start date.                           | STAGED     |
| Day -6                  | ServiceNow | Stock check finds no matching laptop at the depot. The task routes to Coupa for purchase.                           | SOURCING   |
| Day -4                  | Coupa      | Purchase approved and received. The serial number registers to the user and profile in Autopilot.                   | ASSIGNED   |
| Day -3                  | Logistics  | Device ships directly to the store with tracking linked to the request.                                             | IN TRANSIT |
| Day 1                   | Intune     | The user signs in. Policy, apps, and settings apply, and the compliance check passes.                               | READY      |

|                                         |            |                                                                                           |            |
|-----------------------------------------|------------|-------------------------------------------------------------------------------------------|------------|
| JOURNEY B   LEAVER                      |            |       |            |
| Corporate analyst, voluntary separation |            |                                                                                           |            |
| Day 0                                   | Workday    | Separation entered. Access is disabled, and a return kit with prepaid shipping is issued. | STARTED    |
| Day 8                                   | ServiceNow | No return scanned. The first notice goes to the former associate and the manager.         | NOTICE 1   |
| Day 12                                  | Logistics  | Carrier scan received. The device is logged at the depot and quarantined for inspection.  | RECEIVED   |
| Day 14                                  | Depot      | Certification passes. The device is wiped, re-registered, and returned to stock.          | REDEPLOYED |

Journey A reached a ready user on day one with no technician touch. Journey B closed within the first escalation window, and the recovered laptop was certified, sanitized, and placed in stock for the next joiner.

## SECTION 05

## RECOVERY CONTROLS AND RESULTS

Recovery runs on a fixed clock with widening accountability. Every returned device passes certification before it serves another user.

### > POST-SEPARATION RECOVERY CLOCK

|                |                                                            |
|----------------|------------------------------------------------------------|
| <b>Day 0</b>   | Return authorization and prepaid kit issued                |
| <b>Day 8</b>   | First notice to the former associate and manager           |
| <b>Day 15</b>  | Second notice with expanded management escalation          |
| <b>Day 22</b>  | Executive escalation and business accountability           |
| <b>Day 25+</b> | Final recovery window and financial resolution path        |
| <b>Close</b>   | Receipt, chargeback, or replacement recorded in ServiceNow |

### > RETURNED-ASSET CERTIFICATION

|                |                                                                                |
|----------------|--------------------------------------------------------------------------------|
| <b>Receive</b> | the Log receipt, preserve custody, and quarantine                              |
| <b>Certify</b> | Inspect power, display, input, ports, network, audio, video, charging, and age |
| <b>Route</b>   | Redeploy, repair, warranty, loaner, legal hold, or retirement                  |
| <b>Close</b>   | Update asset, request, financial, and disposition records                      |

### > RESULTS

| MEASURE                              | BEFORE    | AFTER               | WHAT CHANGED                                     |
|--------------------------------------|-----------|---------------------|--------------------------------------------------|
| <b>Manual provisioning time</b>      | Baseline  | <b>70%+ lower</b>   | Zero-touch enrollment replaced imaging           |
| <b>Technician effort per device</b>  | 3.6 hours | <b>Under 1 hour</b> | Technicians focus on exceptions                  |
| <b>Endpoint compliance</b>           | 88%       | <b>96%</b>          | Continuous checks with access enforcement        |
| <b>HR requests to ready the user</b> | Baseline  | <b>~40% faster</b>  | The workforce event drives every downstream step |
| <b>Asset recovery</b>                | Under 10% | <b>~97%</b>         | Timed escalation with financial resolution       |

Lifecycle controls also contributed to the \$1.1M+ recurring savings reported in Work Sample 05 (WS05).

#### MANAGEMENT VALUE

Asset and access management became one cross-functional operating process. Ownership, evidence, escalation, reuse, compliance, and financial accountability stay connected from hire through final disposition, and new employees start productive on day one. The pattern fits any organization that issues devices, from a single office to a national retail footprint.