

Memorandum



To: CIOs and IT Staff of Agencies, Boards and Commissions
From: Spencer Wood, Chief Operating Officer
Date: August 14, 2014
Subject: Employee Transfer Process and E-Mail

Employee Transfer Process

On August 14, 2014, the Human Resources Division and the Office of Information Technology sent a message explaining the newly streamlined Employee Transfer process. The new process ensures that transferring agencies retain the mailbox of the transferring/separating employee and also ensures a 48-hour email creation turnaround time for the employee's new agency. This new e-mail process includes:

- Disabling an employee's old email account at the former agency.
- Transferring of the OAKS employee ID to the new agency.
- Creating an email account at the new agency.

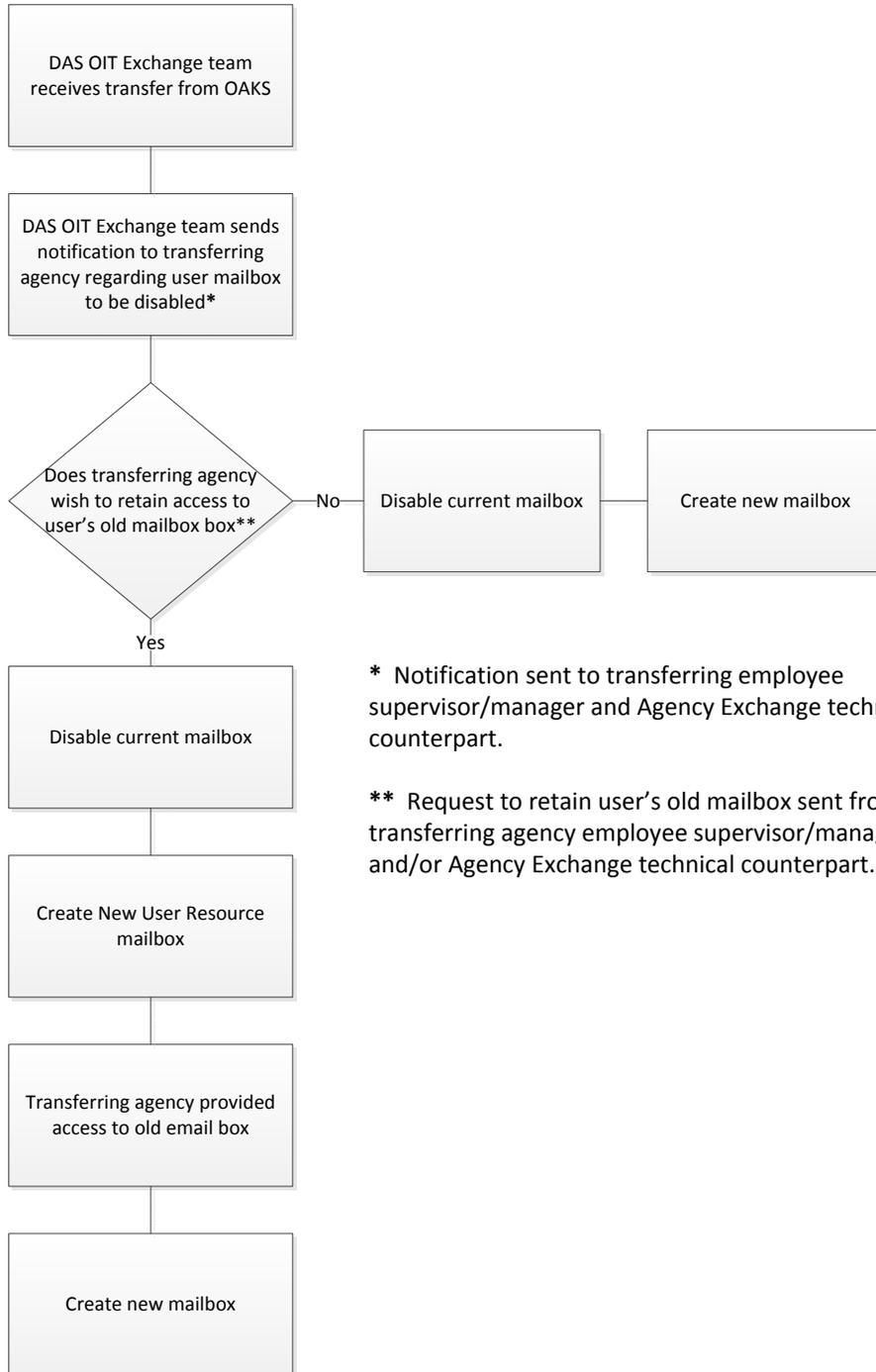
Currently, an email transfer request must be submitted to the DAS Exchange team to disable and/or enable an account; however, future plans include automating the process so employees will have email as soon as they transfer to the new agency.

To ensure that the process flows smoothly, the following information will be sent to the transferring employee's agency Exchange technical contact and employee's supervisor and/or manager prior to the employee's departure. A response to csc@ohio.gov to access the old mailbox, after the employee departs, will be required.

On Insert Date, Employee name is transferring to insert new agency name. DAS/OIT Exchange team is scheduled to disable the employee's current mailbox on insert date at insert time.

If there is a need to access the employee's old mailbox, contact the DAS/OIT Customer Service Center (CSC) at csc@ohio.gov or 614.644-6860 or 877.644.6860. The DAS Exchange team will assist the transferring agency in accessing the old mailbox, per the request.

Email Process Flow for Transferring Employees



* Notification sent to transferring employee supervisor/manager and Agency Exchange technical counterpart.

** Request to retain user's old mailbox sent from transferring agency employee supervisor/manager and/or Agency Exchange technical counterpart.