Manager must submit New Starter/Mover form to ICT.

If external organisation, the appropriate manager must submit a Citrix account request t ICT. New starter/mover must complete e-learning on the Council's L&D site. (if external this training is available on YouTube).

(external workers - see notes *). Manager asks new starter/mover to complete AUP and this is sent to HR (if from an external organisation please copy in the Digital Skills Trainer). ASC MOSAIC application form (also called the ASC Mosaic access and training form) to be completed for all new starters/movers. The e-learning certificate must be provided where possible.

Digital Skills Trainer to check with HR that AUP has been received. Further training is undertaken, with Digital Skills Trainer, depending on access requirements.

View only access - Digital Skills Trainer confirms new account with ICT (via ICT request) and view only access granted. Digital Skills Trainer confirms new account with ICT (via ICT request) and appropriate access is granted.

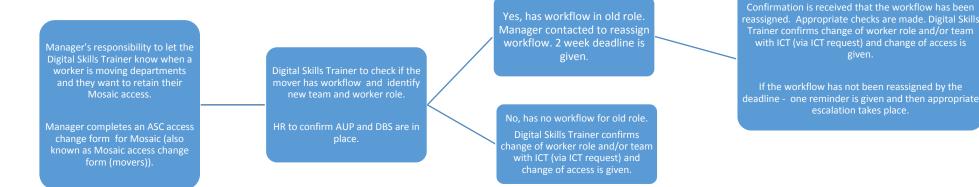
Access to Mosaic will not be granted without confirmation from HR that they hold a copy of a valid DBS certificate. (See notes for external workers *)

It is a manager's responsibility to make sure that all new starters and movers have read and understood the Acceptable Use Policy (AUP) which they have signed.

If the new starter/mover is on a secondment, any other fixed term post or a student the Manager will need to identify a Mosaic access end date. This end date should be added to the access application form or access change form. Secondees/fixed term posts/students will not be given indefinite access to Mosaic.

*external workers (e.g. health service, students) are not required to present copies of your DBS certificate to Camden's HR department. However, your manager/organisation needs to confirm with Camden's HR department that this has been seen and the worker has a valid DBS. If you have any questions please contact Camden's HR department.

Mover who wants to retain access to Mosaic



In parallel to the above new starter/mover processes:

- ICT to run a monthly report for new accounts on Mosaic which is shared with HR
- HR to check for missing AUPs or DBS and contact ASC for status updates.

Manager must submit **Leaver form** or Change form if moving departments to HR.

Manager's responsibility to let Digital Skills Trainer know when a worker is moving departments or leaving. ICT will check if the leaver/mover has workflow.

Yes, has workflow. ICT to inform Digital Skills Trainer and manager of workflow. Manager is given 2 week deadline to reassign workflow. After this time if this still has not been actioned then the workflow is automatically reassigned to the manager by the Digital Skills Trainer.

Once workflow has been reassigned. ICT will completely remove worker from MOSAIC.

No, has no workflow. ICT will completely remove the worker from MOSAIC.

To note, long term leave such as maternity leave or sick leave – Due to the length of time associated with this leave, workflow should be reassigned and accounts disabled. Please contact the Digital Skills Trainer as soon as possible to discuss. When a worker returns from this long term leave the appropriate manager should contact the Digital Skills Trainer as soon as the return date is known so the Mosaic account can be reactivated and any refresher training can be provided if necessary.

ICT process to run in parallel with the above leaver or mover processes (for ASC practitioner information only)



In parallel to this ICT process:

- ICT to run a report every six months for workers with workflow who haven't logged in since the last report. This will be shared with ASC.
- HR to send monthly leavers report to ASC.