Scenario — IT and Computing

The Digital First Day

Scenario card IT Service Desk Monday, 9:00am

You work in the IT support team of a UK organisation with around 250 employees.

Six new colleagues are starting today. Four are attending the office and two are working remotely.

They need to join a mandatory online induction at 10:30am.

Your IT supervisor is in a supplier meeting until 10:00am. The team has been asked to help the new employees get started using the organisation's approved systems.

Information students receive

The organisation uses:

- company-managed laptops;

- Microsoft 365 and Teams;
- multi-factor authentication (MFA);
- a service desk ticketing system;
- approved accounts and access permissions;
- an IT security policy;
- a standard new-starter checklist.

Current position:

- four office laptops are ready;
- two remote employees have received their laptops by courier;
- five of the six employee accounts show as active;
- the induction link has been sent;
- the team has three available staff members;
- one new employee says they have never used MFA before.

The task

Prepare a plan to help all six new employees join the 10:30am induction successfully and securely.

Your group must decide:

1. What should be checked first.
2. How the team should divide the work.
3. How to support someone unfamiliar with MFA.
4. How to communicate with remote employees.
5. What to do if an account or permission is not ready.

Planning board

Check or action	**Why is it needed?**	**Who will handle it?**	**How will we know it worked?**

Unexpected change

NEW INFORMATION 9:40am

The sixth employee's account has not been activated.

A colleague suggests temporarily letting the employee use another staff member's login so they can attend the induction.

The IT supervisor is still unavailable.