Business System Solutions

THE BSS ADVISOR

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# Employee Onboarding & Offboarding: IT Best Practices

by Sydney Hillard, BSS Staff

Onboarding and offboarding are routine workplace processes, and properly handling them can help protect both employees and the organization. Effectively managing access, devices, and communication can help create a smooth transition while keeping information secure.

## Onboarding New Employees

Onboarding is the process of integrating new employees into an organization and preparing them for their role. Beyond learning about the organization and their new role, employees also need the proper technology, access, and security measures to work effectively. A secure onboarding process is crucial to protect company information and employee data.

### Account & Access

Before a new hire begins, they should have access to accounts, files, and data needed for their role. It should be limited to necessary information to prevent unauthorized access. Additional layers of account protection, such as multi-factor authentication (MFA) and password security management tools, can also help keep accounts

(Continued on Next Page)

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**Caretakers of Your Productivity.**

"Commit to the Lord whatever you do, and He will establish your plans."
Proverbs 16:3

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(Continued from page 1)

secure. Employees should also have access to a secure storage platform, like Microsoft OneDrive, for storing and managing company files. This helps protect company information while allowing employees to access, update, and manage the files they need to complete their work.

**Devices & Security**
Employee devices should be protected through proper device management, clear security policies, and ongoing training. Whenever possible, employees should be provided with devices that are properly configured and securely managed before their first day. If employees use their own devices, they should meet the organization's security requirements before accessing company networks, applications, or data. Employees should also receive security awareness training through educational materials and simulated exercises to help them recognize potential threats.

**Communication & Preparation**
Clear and consistent communication can help make the onboarding process smoother for the new employee and the existing team. Before the employee's first day, provide the documentation, information, and instructions they need to get started. The team should also be notified of the new employee's arrival, especially those who will work closely with them.

## Offboarding Departing Employees

Offboarding is the process that occurs when employees leave an organization, whether for retirement, a new position, or other circumstances. As part of this process, company devices should be returned, and accounts and access should be suspended.

**Account & Access**
Employees leaving an organization should have their access removed as soon as possible to help protect both the employee and the company. The account should be disabled instead of deleted to allow the company to retain any files and data associated with it. If an account remains active after an employee leaves, it can become a "ghost account," an unmonitored account that creates a security risk. If compromised, it could give cybercriminals access to sensitive company information.

**Devices & Security**
Any company devices assigned to the employee should be securely wiped before being repurposed or disposed of. Before the device is wiped, any important files or information should be transferred to the appropriate location. If the organization has a bring-your-own-device (BYOD) policy, company data should be removed from the employee's device without affecting their personal data.

**Communication & Coordination**
Timely communication and coordination are crucial during the offboarding process. The departing employee should be informed of any changes to their accounts, access, and devices, and any security measures should be coordinated ahead of time. Team members should also be notified of the employee's departure to help ensure a smooth transition.

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Having secure onboarding and offboarding processes can help protect your company's reputation and the clients and customers you serve. Taking the necessary steps can help reduce security risks while supporting employees throughout their time at the company. A thoughtful approach helps ensure each transition is handled smoothly and securely. □
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# STAFF Q&A

## What's your favorite Thanksgiving dish?



**COURT**

IT SYSTEMS ADMINISTRATOR

"I generally enjoy all Thanksgiving dishes, except green bean casserole. But if I had to choose a favorite dish, it would definitely be deviled eggs."

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