

OPERATIONS & FIELD

i2i People

HR and staff onboarding for operators, with access set up alongside

OVERVIEW

i2i People covers HR and staff onboarding for an ISP or telecom operator, with platform access set up alongside each staff record, so new starters get the right access and leavers lose it. Ask i2iCore about the scope for your team.

The identity service, i2i Identity & Access, holds the staff directory, gives new starters the right roles through job profiles, tracks who is active, suspended or has left, manages shifts and attendance, and reports on joiners, movers and leavers. This is how access is set up alongside onboarding.

THE CHALLENGE

When a network operator hires, moves or loses staff, two things must happen together: the HR record changes and the person's access to systems changes. If the two are handled separately, new starters wait for access, leavers keep it and no one can show an auditor who could do what and when. Small operations teams also run rotas by hand. i2i People sets access up alongside staff onboarding.

AT A GLANCE

- ✓ Staff onboarded with roles set by job profile, not one by one
- ✓ Leavers removed with their sessions ended at once
- ✓ Shifts and attendance recorded for on-duty staff
- ✓ Joiner, mover and leaver report you can export

Capabilities

Staff lifecycle states

Each staff account is Active, Suspended or Exited. Suspending or exiting an account revokes all of its sessions immediately, and Exited is a terminal state that cannot be reversed.

Job profiles

A job profile is a reusable bundle of roles for a position, such as Support L1 or NOC Engineer. Applying it when a user is saved grants the roles and marks their source as the profile.

- Drift report against the profile
- Explicit re-provisioning action

Shifts and duty windows

Administrators define recurring shifts and standing rosters over a date range, with dated exceptions. A roster view shows who is scheduled and when.

Presence and attendance

Staff mark their own presence and the console shows a live roll call. Each day's history records first in, last out and on-duty and break minutes.

- Optional required location at check-in
- Trail and map view

Joiner, mover and leaver report

A compliance report lists joiners, movers and leavers with the days since each status change and the roles still held. It downloads as CSV for review.

Branches, teams and reporting lines

Staff belong to a flat list of branches and to teams, and each account can record a manager. Partner staff are kept separate from internal staff.

Technical summary

STATUS	HR and staff onboarding with platform access set up alongside; ask i2iCore about scope
LIFECYCLE STATES	Active, Suspended, Exited; suspend and exit end all sessions
ACCESS BUNDLES	Job profiles with a drift report and explicit re-provisioning
ROSTERS	Recurring shifts, standing rosters over a date range, dated exceptions
ATTENDANCE	Self-marked presence, live roll call, daily history, optional located check-in
REPORTING	Joiner, mover and leaver report with CSV download
CONSOLE	Web console of i2i Identity & Access: staff directory, branches, teams, job profiles, attendance, shifts

Related modules

Modules operators often run alongside i2i People. Each is a separate module; the integrations that exist are listed in the technical summary above.



Where it is used

Give a new starter the right access

A new support engineer joins the operator. The administrator creates the account and applies the Support job profile, which grants the roles that position needs. The starter can work on the first day, and a later report shows whether their access has drifted from the profile.

Remove a leaver the same day

When a staff member leaves, the administrator marks the account as Exited. All of the person's sessions end immediately, and the account cannot be reactivated. The record stays for audit, and the leaver report lists any roles the person still holds.

Run the daily roll call for the network team

A shift lead sets a standing roster for the network operations team and adds exceptions for holidays. Staff mark themselves present at the start of the shift, the lead sees the live roll call, and the day's history records first in, last out and break time.

See i2i People on your network

Talk to our team about your operator type, your network and where to start. We will show you the module and answer the technical questions.

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