

2. RACI Chart: Onboarding Process

Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Email & Slack setup	IT Admin	IT Supervisor	HR Officer	Team Lead
Systems access & credentials	IT Admin	IT Supervisor	Security Officer	HR
Tools walkthrough (Zendesk, Jira)	Tier 1 Agent	IT Supervisor	Senior Agent	Team
KPI explanation & dashboard overview	Supervisor	IT Manager	Analyst	HR
Shadowing schedule	Team Lead	IT Supervisor	Senior Agent	HR
Feedback session setup	HR Officer	Supervisor	IT Lead	Team

This RACI table outlines how responsibility will be allocated during the onboarding process, ensuring that responsibilities are accounted for and delivered on time. Access logistics are in the hands of the IT Admin (Responsible), whereas the Supervisor acts as the accountable person. Involvement in consultation with HR ensures compliance with policies and ethical preparedness (Eyo-Udo et al., 2024). Teams are made to be updated to achieve inclusion and group preparedness. The level of such clarity indicates effective professional leadership, as it avoids redundancy, which fosters proper communication. Some of the tools mentioned in the past deliverables, such as Slack, Zendesk, and Jira, are central to the onboarding activities. These real-time structures can help in relaying accountability, initiating reminders, and tracking progress (John, 2024). By integrating roles and expectations into the office from the outset, the matrix enables accelerated effectiveness and conformity in terms of productivity. Such a well-organized delegation will prove to be essential in IT settings where access control, data privacy, and early productivity are all essential KPIs.

References

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