

Ara Employee Onboarding Process for Ara ICT Department

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ABSTRACT

The purpose of onboarding is to orient new hires to their position, the company's values, and the benefits it offers. Additionally, it motivates workers to be dedicated to the success of the business and aids in the retention of new hires by making them feel like a part of a team. This project focuses on creating, improving, and implementing of the hiring, onboarding, and offboarding process. This was achieved by creating a Flow Diagram for the managers to follow, a checklist to keep track of the activities during the Onboarding process, and a checklist for providing tools to the new employee on their first day.

Keywords: Process, Onboarding, Six Sigma

1. INTRODUCTION

Ara ICT Department consists of different divisions such as Service Desk, Development, Operations, Records Management, etc. Each department has a manager and a team that works on a certain task for Ara Institute of Canterbury

Ara Institute of Canterbury is the largest tertiary institution in South Island and one of the largest in New Zealand. Ara Institute has over 2,500 staff and over 100 years of experience. The institution offers and provides degrees, diplomas, certificates, and English programmes. Ara has campuses in Christchurch, Ashburton, Timaru, and Oamaru with 17,000 students studying each year including 1,800 international students. (Education, 2022)

This paper describes the methodology and the process behind the project.

2. PROJECT DETAILS

The Problem

Ara Institute of Canterbury hires people very often, both teaching and non-teaching people replacing those who left and retires. Back-end systems got the new managers so confused, resulting in giving limited equipment, cloud, or hardware access to newly hired people. Regarding these issues, the IT department is not responsible for everything.

Project Goal

- To fix the onboarding process for the Ara ICT Department to help the newly hired people to start on the correct date

Project Goal

- To produce proper documentation for the Onboarding process of the Ara ICT Department

Solution Scope

- Create a flow diagram that helps the managers in the hiring process

3. APPROACH

This section will discuss the methods that were used to ensure the project will meet the stakeholder needs and be able to achieve a high-quality outcome for industry and academic deliverables.

3.1 Six Sigma

The author has conducted research and used the Six Sigma project methodology to improve the existing process of the department.

Six Sigma is a project methodology that is used for improving processes to ensure consistency in output. Six Sigma is a set of quality-control tools that organisations use to eliminate defects and mistakes and improve processes and boost their profits. (Hayes, 2022)

3.2 Risk Management

The Risk Management used in this project is based on the Microsoft Risk Assessment Template. The risk table identifies the Triggers and Consequences, ranks them based on their exposure, and then plans the Mitigation and Contingency to lessen the risks for the project. The risk management table is



Figure 1: Ara ICT Department Project Poster

reviewed fortnightly throughout the project or when something has changed.

3.3 Quality Assurance

To guarantee that deliverables were of high quality and fulfilled the stakeholder's expectations throughout the project, a Quality Assurance table was written during the project planning phase based on Virginia Tech's Quality Management Template. This Quality Assurance table lists the deliverables, the quality standard, the quality checking activity, the frequency/interval, and the person in charge of ensuring that the deliverables met the required standard. (Virginia Tech, n.d.)

3.4 Project Delivery

The project started with the author gathering data from conducting an interview with the stakeholders, and then analysed and validated the collected data. The data was used to create a flow diagram for the hiring, onboarding, and offboarding process. Each flow diagram is created with a supporting document explaining the diagram. The author also created a checklist for the People and Culture Department and a checklist for providing tools for the newly hired people.

The project concluded with academic and industry outcomes to be finalised and presented to the stakeholders.

4. OUTCOMES

This project contains the following deliverables.

Industry Deliverables:

- Interview documentation on Stakeholders
- Process Flow Diagrams

- Written Documentation for Full-time permanent staff

Academic Deliverables:

- Academic Report
- Poster
- Poster Short Paper
- Six Sigma Methodology Essay
- Panel Presentation

5. CONCLUSION

This author learned the importance of professionalism in a project to be able to meet the expectations of the stakeholders. The project highlighted the importance of knowing what steps and resources are required after a new hire is on board.

6. REFERENCES

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