

3-Day Onboarding Plan

Day 1: Welcome & Setup

- **Welcome Meeting**
Introduction to team, role overview, and expectations
- **System Access Setup**
Email, network access, ticketing system, and security badges
- **Workspace Setup**
Desk assignment, equipment allocation, and ergonomic setup
- **HR Orientation**
Policies, benefits, and compliance training

Day 2: Training & Processes

- **ITIL Framework Training**
Service management processes and best practices
- **Ticketing System Training**
ServiceNow navigation, ticket creation, and escalation procedures
- **Knowledge Base Review**
Common issues, solutions, and documentation standards
- **Shadow Senior Technician**
Observe real ticket resolution and customer interactions

Day 3: KPIs & Integration

- **KPI Introduction**
Performance metrics, targets, and measurement methods
- **First Ticket Assignment**
Handle simple tickets with mentor guidance
- **Team Integration**
Team lunch, informal meetings, and culture introduction
- **30-Day Plan Review**
Set goals, expectations, and check-in schedule

Onboarding Checklist

- System access verified
- ITIL training completed
- First ticket completed
- 30-day goals set