3-Day Onboarding Plan for New IT Team Member

A structured onboarding process fosters early engagement, builds trust, and improves retention (SHRM, 2021). The following three-day plan introduces a new IT staff member to the team's systems, responsibilities, and performance standards.

Day 1 – Welcome & Access

- **Orientation:** Review of department goals, IT policies, chain of command, and company mission

- **System Setup:** Provision of laptop, VPN, email, ticketing system, and Active Directory access

- **HR Paperwork:** Acknowledgment of Acceptable Use Policy, security protocols, and confidentiality agreement

- **Team Introduction:** Informal welcome meeting with staff and mentor assignment

Day 2 – Shadowing & Systems Walkthrough

- **Knowledge Transfer:** Overview of ITIL-aligned service desk procedures and internal knowledge base

- **Shadowing:** Observe ticket resolution, escalation, and documentation under guidance of a Tier 2 technician

- **Tool Review:** Intro to incident tracking software, monitoring dashboards, and communication platforms

Day 3 – Task Assignment & KPI Introduction

- **Key Metrics Review:** Overview of team KPIs:

  - Average First Response Time (AFRT)

  - Mean Time to Resolution (MTTR)

  - Customer Satisfaction Score (CSAT)

- **Guided Task:** Resolve a basic help desk ticket with supervision

- **Check-in:** One-on-one supervisor meeting to address questions and evaluate readiness

Structured onboarding leads to higher job satisfaction, faster integration, and greater long-term productivity (Society for Human Resource Management, 2021).

References

Society for Human Resource Management (SHRM). (2021). *Onboarding New Employees: Maximizing Success*. SHRM Research.