Employee Onboarding Portal – Business Analyst Project

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1. Executive Summary

This project aims to design and implement a centralized **Employee Onboarding Portal** for AVA Enterprises. The portal will streamline the onboarding process by digitizing forms, task tracking, and communication for new hires, HR, IT, and hiring managers. This will improve first-day readiness, reduce manual paperwork, and provide a consistent onboarding experience across departments.

2. Problem Statement

Currently, employee onboarding is managed manually via emails, spreadsheets, and paper forms. This results in delays, missed steps, inconsistent experiences, and increased HR workload. New employees often begin without necessary equipment, access, or clear expectations, which negatively impacts productivity and retention.

3. Stakeholder Analysis

This section identifies the key stakeholders involved in the onboarding process and their unique needs and interests.

Stakeholder	Role	Needs
New Employees	Users of the onboarding portal	Clear, step-by-step onboarding experience and document submission
HR Team	Onboarding coordinators	Automation of document collection, compliance tracking, and communication
IT Department	Provides hardware/software access	Task assignment for email setup, system access, and equipment delivery
Hiring Managers	Oversees new team member's success	View onboarding progress and confirm role-specific steps are complete
Payroll & Admin	Access employee details	Accurate and timely submission of forms and IDs for system setup

Understanding stakeholder perspectives ensures that the onboarding portal meets the expectations of all users and departments.

4. Business Requirements

This section details the functional and non-functional requirements necessary for the onboarding portal to be effective and user-friendly.

4.1 Functional Requirements

| ID	Description	Priority
FR-01	New hires can log in and view onboarding tasks	High
FR-02	HR can assign onboarding tasks and deadlines	High
FR-03	System auto-notifies IT/Admin when tasks are assigned	Medium
FR-04	Upload capability for ID proof, resumes, and signed documents	High
FR-05	Hiring managers can track progress and approve checklist steps	Medium

4.2 Non-Functional Requirements

ID	Description
NFR-01	Web-based, mobile-friendly design
NFR-02	Secure access with role-based permissions
NFR-03	System should respond to all user actions within 3 seconds

These requirements will guide the development and ensure that the final product meets business and user needs.

5. Process Flow Diagram

This section provides a visual representation of how the onboarding process will work within the new portal.
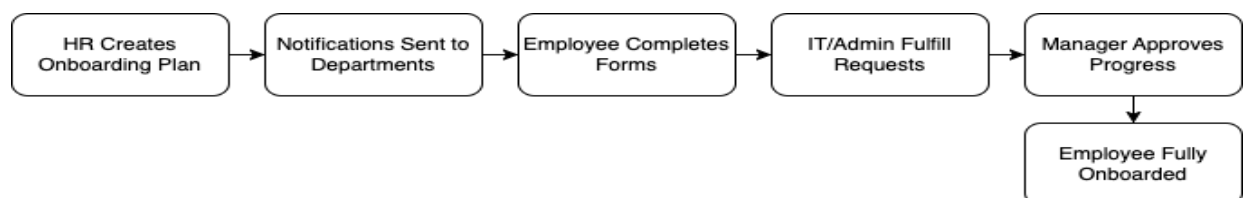
The flow diagram ensures that all stakeholders have a clear understanding of the process steps and interactions.

6. Wireframes

This section includes preliminary sketches of the key screens in the onboarding portal to visualize how users will interact with the system.

6.1 Wireframe Screens Described:

6.1.1 New Employee Dashboard

A screen showing **tasks for the new hire**:

- Create account and set up initial login credentials
- Upload documents
- Watch intro videos
- Complete forms
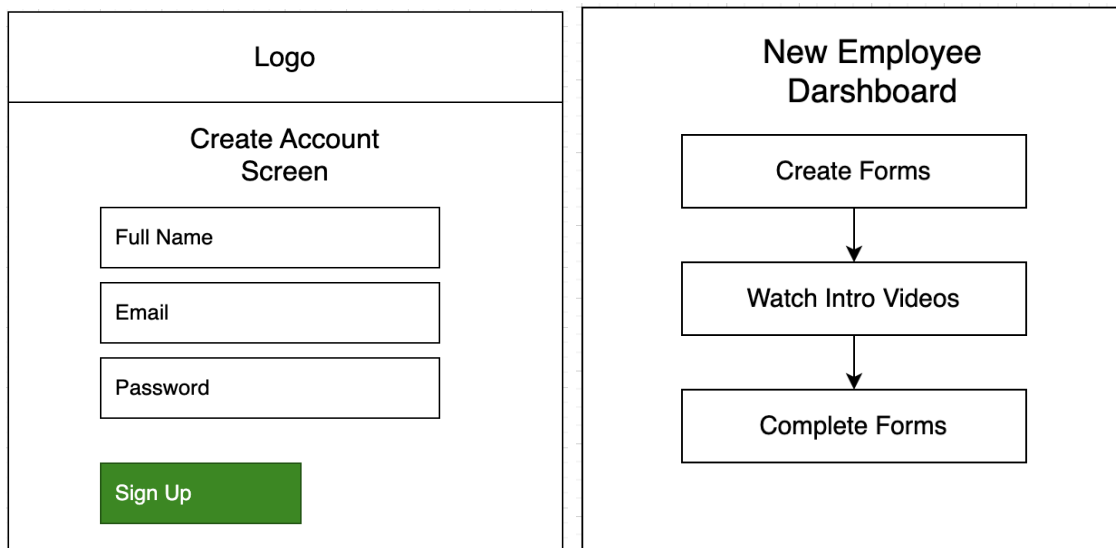
6.1.2 HR Task Assignment Panel

A screen for HR to:

- Create checklists for different roles
- Assign tasks with deadlines

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│                Panel                     │
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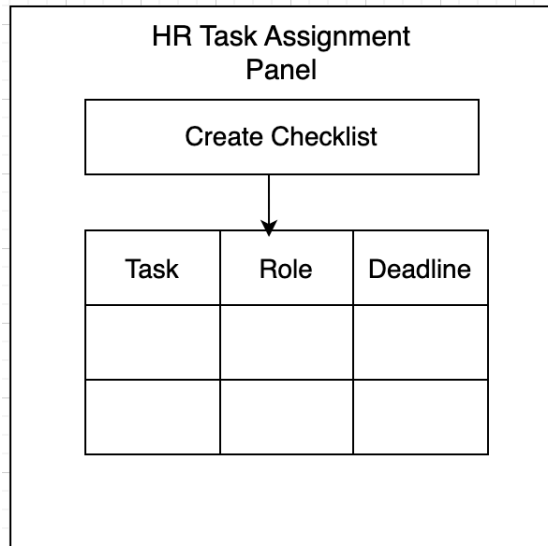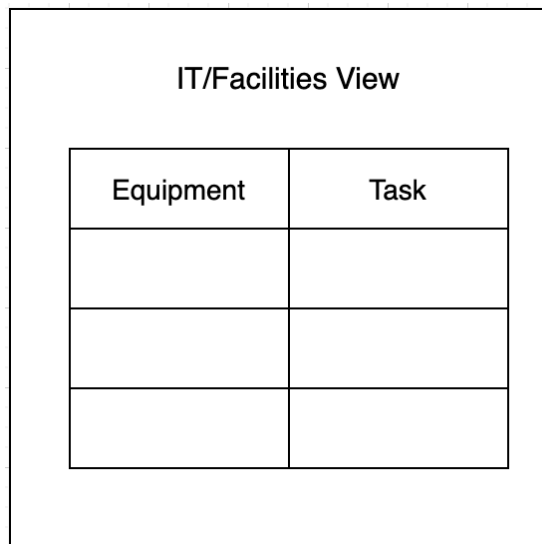
6.1.3 IT/Facilities View

A screen for IT to:

- See what equipment (like email, laptop) to set up
  Mark tasks as complete.

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│            IT/Facilities View            │
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The wireframes offer a foundation for refining the interface to ensure it's intuitive and user-friendly.

7. Solution Proposal

This section presents the recommended solution for improving onboarding through the Employee Onboarding Portal.

The portal will centralize all onboarding activities into a single system accessible by all stakeholders. It will standardize onboarding steps for each department, automate notifications and deadlines, and ensure consistent documentation tracking.

The proposed solution aligns with stakeholder needs and will deliver a consistent, efficient onboarding experience.

8. Success Metrics

This section outlines the key performance indicators that will measure the success of the onboarding portal project.

Metric	Target
Time to onboard new employees	Reduce from 7 to 3 days
HR task tracking accuracy	100% of tasks logged in system
First-day readiness rate	Increase to 95%
New hire satisfaction (survey)	90% positive response rate

9. Appendix

- Example onboarding checklist

- Stakeholder interview questions

- Portal integration assumptions (e.g., with HRMS)

- Risks: Delayed approvals, low user adoption

- Mitigation: User training, automatic reminders

The appendix ensures transparency and offers additional context for stakeholders and decision-makers.