

3-Day Onboarding Plan Table

Day	Activities
Day 1	IT policies and cultural Orientation Demonstration of collaborative tools (Microsoft 365, Jira) Email, remote access, and cloud storage account configuration What is the support ticket lifecycle?
Day 2	Permission to access the escalation matrix and the knowledge base Shadow Tier 1 agents who close tickets KPIs training: Average Resolution Time, FCR, Ticket Volume Soft skills Lab: active listening & conflict de-escalation
Day 3	Make a guided resolution to a ticket Overview of SLA compliance expectation 1-1 Interview with the supervisor The last evaluation session involved a readiness checklist

This onboarding strategy aims to prepare IT team members on both technical and service awareness. It focuses on the early introduction to the central systems (e.g., Jira, Microsoft 365), a formalized escalation process, and such KPIs as First Contact Resolution Rate and Ticket Resolution Time. The system, which goes from learning to practice (shadowing into simulation), promotes transparency (Hardie et al., 2024). Introduced tools are closely related to workflow responsibilities, and key service standards are proposed with the help of SLA indicators and the work performance dashboard. This plan promotes technical development and self-responsibility, along with a service-first attitude, by incorporating collaboration, tooling, and feedback.

Real-World Examples

Spotify also uses Jira Service Management to distribute its internal support tickets, with the monitoring of the SLA. Its integration enables different departments to automate their workflows, gain visibility into SLAs, and prevent response lag. This is a real-time tool that boosts efficiency within the organization (Chukwunweike & Aro, 2024). On the same note, Southwest Airlines has provided developmental simulations to its front-line teams as an attempt to improve sympathetic attachment and create an on-the-spot aptitude. Their strategy promotes the management of conflicts and quick settlement of issues with the help of readiness escalation processes (Muzinda, 2021). Such models correlate with the practice of onboarding, as the focus is on the tools, evaluative measures, and alignment with KPIs. Sophisticated training embedded in the service culture, along with fundamental metrics such as First Contact Resolution and the ticket closure rate, will also foster a service culture that is both measurable and user-friendly. The tools and onboarding methods of these companies demonstrate how early clarity on performance and exposure to tools foster ambitious and responsible teams.

References

- Chukwunweike, J., & Aro, O. (2024). Implementing agile management practices in the era of digital transformation. *World Journal of Advanced Research and Reviews*, 24(1).
https://www.researchgate.net/profile/Joseph-Chukwunweike/publication/385291725_Implementing_agile_management_practices_in_the_era_of_digital_transformation/links/671f05c6edbc012ea1427ff1/Implementing-agile-management-practices-in-the-era-of-digital-transformation.pdf
- Hardie, K., Church, J., Dodge, J., Fordham, B., Gajadhar, S., Han, N., ... & Trancho, G. (2024, August). Beyond spreadsheets: enhancing collaboration and traceability by streamlining systems engineering processes with Atlassian Jira. In *Modeling, Systems Engineering, and Project Management for Astronomy XI* (Vol. 13099, pp. 92-114). SPIE. <https://www.spiedigitallibrary.org/conference-proceedings-of-spie/13099/130990E/Beyond-spreadsheets--enhancing-collaboration-and-traceability-by-streamlining-systems/10.1117/12.3020380.short>
- Muzinda, M. (2021). *Customer Service Strategies to Minimize Negative Customer Incidents in the Airline Industry* (Doctoral dissertation, Walden University).
<https://search.proquest.com/openview/efa7a7590ab25150e84bd975b800f71a/1?pq-origsite=gscholar&cbl=18750&diss=y>