

DELIVERABLE #6

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3-Day Onboarding Plan for a New IT Team Member

To provide successful integration of a new member of the IT team and a productive beginning of his/her work in the team, the following 3-day onboarding program has been developed under which a new team member will be introduced to the team, acquainted with the vital tools and procedures, and given an understanding of the expected performance (Blažková, 2024).

Day 1: Orientation and Introduction

The first day would start by welcoming the new person to the team, company values, organisational design and structure, and functions of the department. An HR representative can give an insight into policies, compliance regulations and workplace culture. The team supervisor in IT will go through the job description, the team responsibilities and introduce its preliminary questions. The inducted staff member will also be taken around the office premises.

Day 2: Systems Access and Tools Setup

On the second day, one focuses on enabling the new recruit to access all systems and software required, such as email, intranet, ticketing systems and collaboration tools such as Microsoft Teams or Slack. The IT support will help in creating accounts and checking on the accessibility of security. They will be trained on internal documentation repositories, communication processes, as well as escalation routes.

Day 3: Shadowing and KPI Introduction

The last day will involve the new employee shadowing one of the team members in the day-to-day activities, service desk tickets and current projects. Their first minor task, which they will be assigned to, is where they will be assisting during updates to the system or helping in troubleshooting, but under supervision. Also, they will be introduced to the Key Performance Indicators (KPIs) of the team, including the ticket resolution time, the system uptime, and other customer satisfaction scores. Such KPIs assist in gauging the success of an individual and any team and realign future performance expectations.

The onboarding plan will promote the early-stage involvement of the employee and will pave the way to their future success.

References

Blažková, M. (2024). Adaptive soft-skills: Orientation course as an opportunity to develop social skills. *Journal of Pedagogical Sociology & Psychology*, 6(2).