DELIVERABLE #6

Avinash Thatikonda

Information Technology Field Experience-EX20

Michael Moifolley

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3-Day Onboarding Plan for New IT Team Member

Day 1: Orientation & Setup

- **Welcome & Company Overview:** Short presentation about company mission, the structure of the IT department and major policies.

- **HR Orientation:** Benefits allocation, code of conduct, time keeping procedures and leave policies.

- **Environment:** Desktop, laptop, screen, keyboard, mouse, desk and chair; provide corporate email, communication tools (Slack/Teams), and password manager.

- **Systems Access:** Grant access to ticketing system (example: ServiceNow), file sharing, intranet and other specific software (e.g. Active Directory, Jira).

- **IT Team Introduction:** Introduction to team members, manager and assigned onboarding mentor.

Day 2: Role Familiarisation & Shadowing

- **Shadowing:** Review how a highly experienced team member takes care of service tickets, escalations and end-user support.

- **Introductory Assignments:** Do simple non-destructive work like password reset, simple software upgrades or fixes under supervision.

- Read through the standard operating procedures, escalation chain and security guidelines documents.

- **Team lunch:** Casual lunch as a way of fostering team spirit (Buchan, 2019).

Day 3: Performance Expectations & Hands-On Work

- **KPI Overview:** Presentation of important performance metrics including ticket resolution time, customer satisfaction ratings and first-call resolution rate.

- **Service Standards Review:** Requirements of dialogue, written, and availability expectations and SLAs.

- **Independent Tasks:** Begin your independent work with basic tickets with the mentor's assistance.

- **Check-in Session:** Completing at the end of the day to discuss the process, clarify any questions and prepare the next steps with the supervisor.

This plan promotes the technical readiness, team integration and performance synchronisation within the first 72 hours.

Reference

Buchan, J., MacDonell, S. G., & Yang, J. (2019, September). Effective team onboarding in agile

software development: techniques and goals. In *2019 ACM/IEEE International Symposium

on Empirical Software Engineering and Measurement (ESEM)* (pp. 1-11). IEEE.