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| Day | Activities/Focus |
| Day 1 | - Welcome orientation (meet team, office tour) - Review Employee Handbook and code of conduct - HR enrolls employee in payroll and benefits - Assign mentor/buddy - Initial IT systems access requested (email, ticketing, network) - Set up workstation and distribute equipment - Discuss team mission, values, and high-level goals |
| Day 2 | - Introduce IT systems (ticketing, internal wiki, communication tools) - Provide security and compliance briefing - Shadow teammate handling help desk requests - Assign simple tickets with supervision - Begin required online compliance/information security training - Introduce department KPIs and service standards (ex: ticket resolution time) |
| Day 3 | - Review progress with supervisor and mentor - Deeper dive into current team projects - Assign independent task (monitored) - Q&A session to address onboarding experience - Set short-term goals and establish weekly 1:1 meetings |