

# 3-Day IT Onboarding Plan

## Day 1

### Orientation & Setup

Welcome meeting with IT Supervisor

Complete HR paperwork and security clearance

Workspace assignment and equipment setup

System access provisioning (Active Directory, email, VPN)

Introduction to team members and department tour

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## Day 2

### Systems Training & Documentation

Review IT policies and procedures manual

Shadow senior technician on help desk duties

Training on ticketing system and documentation standards

Introduction to monitoring tools and dashboards

Review service level agreements and KPIs

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## Day 3

### Hands-on Experience & Goals

Complete first supervised ticket resolution

Meet with department heads for service expectations

Review performance metrics and evaluation criteria

Set 30/60/90 day goals with supervisor

Schedule regular check-ins and feedback sessions