

2) RACI Chart – Task: Onboarding Process

Task	IT Supervisor	Tier 1 Agent	HR	Knowledge Manager
System access setup	A	R	I	I
Introduction to Jira tools	R	A	I	C
Escalation matrix overview	A	C	R	I
KPI metrics briefing	C	A	I	R
Shadowing session assignment	A	R	I	C

In the IT onboarding process, this RACI model properly establishes the roles of a team. The IT Supervisor has the primary responsibility of delegating tasks and monitoring their progress. Shadowing and tool demonstrations fall under the responsibility of Tier I agents, who serve as direct mentors. HR supports policy briefing and documentation, and the Knowledge Manager ensures that resources and metrics are adequately documented and accessible (Besharati Foumani, 2025). Such an organization gives minimum overlap and excludes the possibility of neglecting tasks, which is especially crucial in the case of such KPIs as average resolution time and escalation response rate. The fact that there are clear responsibilities enables an increase in operational transparency, as the Consulted and Informed roles imply teamwork and shared ownership (Kivi, 024). This model closely resembles the strategy of effective onboarding practices in tools-based IT organizations that utilize high levels of precision and responsibility in their processes. Its inclusion in Jira workflows makes the onboarding process of new personnel even more convenient.

References

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