1) 3-Day Onboarding Plan: IT Team Member

Day	Focus	Key Activities
Day 1	Orientation & Access	Acquaintance with IT policy, the etiquette of communication, logging into Zoom and Jira, connecting to VPN, the use of internal data drive, and password rule.
Day 2	Tools, Escalation & KPIs	General description of Jira Service Management, Zoho, demonstration of escalation system, SLA, and performance indicators (time to close, % satisfaction level). Start following Tier 1 agent.
Day 3	Simulation & Feedback	Fake ticket response (e.g., VPN or password reset), documentation in Jira, customer empathy response coaching, performance checklist, and evaluation with the supervisor.

This is a well-rounded 3-day initiative that will introduce the internal tools and systems, allowing a slow introduction of the new IT member to active alignment. Orientation and system setup make it clear about the policies and awareness of the roles. Shadows and tool demos help develop confidence in operation, while simulated tasks reinforce hands-on work. The leading evaluation indicators, such as average resolution time and customer satisfaction score, are described at the outset to set expectations. Jira and Zoom will be selected due to their ability to facilitate real-time collaboration and route service tickets. The last feedback and checklist session enhances responsibility and benchmarks on performance and communication.

Real-World Examples: Duolingo's customer support is both quick and educational, enabling users to resolve their technical issues through step-by-step articles. They also demonstrate

transparency, understanding, and a learning-driven approach to resolution in their service model by employing ticket tracking and well-defined escalation language, which helps to replicate the internal onboarding process (Tuong & Dan, 2024). In the meantime, the IT team at Slack leverages KPI dashboards with weekly targets for closing tickets and Net Promoter Scores (NPS), proactively monitoring service gaps and basing its team activities on micro-surveys (Oberdorf et al., 2021). These organizations attach importance to the speed of resolution, clarity of escalation, and user education, just as with the onboarding system. As shown by these examples, once tools such as Jira and dashboards are integrated into onboarding, they empower the staff and offer timely and meaningful solutions that yield bearable successes.

References

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Tuong, N. K., & Dan, T. C. (2024). A STUDY ON DUOLINGO MOBILE APPLICATIONS TO IMPROVE EFL STUDENTS'LISTENING COMPREHENSION PERFORMANCES. *European Journal of Alternative Education Studies*, *9*(1). https://oapub.org/edu/index.php/ejae/article/view/5342