

1. 3-Day Onboarding Plan – New IT Team Member

Day 1 – Orientation & Setup

- Meeting with the IT Supervisor and the team introduction
- Company mission, the goals of the IT department, and the workplace policies overview
- HR meeting: perks, employee code of conduct, PTO, protocol processes
- Setup: Email, VPN, Jira, internal chat, and ticketing system credentials
- Visit the help tools: Knowledge base, incident flowcharts

Day 2 – Shadowing & Role Familiarization

- Shadow Tier 1 Support Technician: Re-set Passwords and triage tickets
- Visit the Jira training platform and its knowledge base
- Participate in stand-up meetings in the department
- Check the ticket priority rules and levels of escalation
- Ticket resolution time, FCR, and CSAT performance targets introduction (Moreno-Maynero et al., 2025).

Day 3 – Hands-On & Expectations

- Supervise the resolution of 2-3 low-priority tickets
- Find a way of documenting the ticket-handling process
- Have a feedback and expectation meeting with the supervisor
- Last onboarding quiz on the tools, escalation, and terms of the SLA
- Develop a 30-day goal plan concerning the KPIs of the support team

This formal procedure enables IT professionals to integrate into the company's framework, objectives, and targeted performance in service provision within a short timeframe. This becomes about practical exposure, experience with the tools (e.g., Jira, VPNs, ticketing tools), being familiar with the escalation levels of workflows, and

quantifiable KPIs, including First Contact Resolution (FCR), average resolution time, and CSAT (Moreno-Maynero et al., 2025). The practical fusion of technical immersion, shadowing, and feedback loops will help employees internalize the core responsibilities and graduate to new levels of accuracy in handling tickets, becoming comfortable with meeting service-level expectations.

Real-world examples: In Atlassian, Jira Service Management facilitates the real-time tracking of team performance, creating a sense of accountability and speeding up improvement in terms of SLA execution due to its harmonious integration with other tools (Batskih, 2023). Likewise, Shopify enhances its support KPIs through a blend of ergonomic environments and real-time feedback tools, leading to improvements in CSAT and resolution rates (Marcus, 2021). These organizations demonstrate the importance of structured tools, defined terms of service, and KPI-led support processes.

References

- Batskih, J. (2023). DevOps approach in Software Development using Atlassian Jira Software. <https://www.theseus.fi/handle/10024/801058>
- Marcus, J. B. (2021). *Digital strategy for consumer products* (Doctoral dissertation, Massachusetts Institute of Technology). <https://dspace.mit.edu/handle/1721.1/139478>
- Moreno-Maynero, L., Gallardo-Garcia, J., Pagan-Castaño, E., & Guijarro-Garcia, M. (2025). Impact of customer tenure on customer strategy. *Management Decision*. <https://www.emerald.com/insight/content/doi/10.1108/MD-04-2024-0885/full/html>