

Nick 12.06 with agenda

Meeting Purpose

The purpose of this meeting is to clarify Internal IT department's roles and responsibilities during the onboarding process of new employees at RELEX. Specifically, we will discuss the hardware provisioning process, including computer allocation policies and standard equipment setup procedures.

Goals

1. Understand the information flow to IT during new employee onboarding:
 - What details are provided about the new hire
 - When is this information received
 - Who provides this information
 - What format is this information delivered in
2. Document the current computer provisioning process:
 - Timeline of equipment preparation
 - Steps involved in setup and configuration
 - Handoff procedures to new employees
3. Identify potential areas for improvement:
 - Current bottlenecks or delays
 - Communication gaps
 - Resource constraints
 - Process inefficiencies

Outstanding Questions

- will a newbie get a choice at a mac or PC. What determines which type of computer the newbie will use. Are there standard equipments (mice, keyboard, monitors, adapters) which come with the computer?
- How does an IT person know if a newbie is starting Remote? What are the current lead times and shipment options around shipping a computer to a newbie?
- Are there any different processes if a newbie is starting in office. Do we have the ability to get them a computer at their office?
- Is a computer set up and ready for the newbie on day 1. How can they reach out to you if they do not know what to do?

Current Pain Points

- computers are often not arriving at the newbies house on time
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Agenda

1. Meeting Agenda:

- **Confirm IT's Role in Onboarding:** Verify Nick's responsibilities regarding computer and peripherals shipment to new hires.
- **Information Flow to IT:**
 - **Timing:** Establish when IT receives new hire information.
 - **Source:** Determine who provides the information to IT.
 - **Format:** Clarify the format in which the information is delivered.
 - **Content:** Discuss the specific details provided about the new hire, including their onboarding location (remote or in-office) and computer type preference (Mac or PC).
- **Computer Provisioning Process:**
 - **Timeline:** Review the timeline for equipment preparation.

- **Steps:** Document the setup and configuration steps.
- **Handoff Procedures:** Outline the handoff procedures to new employees, including contact information for IT support on day one.
- **Equipment Standardization:**
 - **Computer Type:** Determine the criteria for selecting Mac or PC for new hires.
 - **Peripherals:** Define the standard peripherals (mice, keyboard, monitors, adapters) to be included with each computer.
- **Shipment Procedures:**
 - **Lead Times:** Clarify lead times for computer shipment, considering both remote and in-office onboarding scenarios.
 - **Options:** Discuss available shipment options and ensure alignment with the 1.5-week lead time for remote onboarding established in the previous meeting.
- **In-Office Onboarding:**
 - **Process:** Outline the process for providing computers to new hires starting in the office, including the possibility of having a computer ready at their office on day one.
 - **Support:** Ensure new hires know how to reach out to IT for support on their first day.
- **Address Pain Points:** Discuss the issue of computers not arriving at new hires' homes on time, identifying potential causes and solutions.

2. Meeting Purpose:

This meeting with Nick from the Internal IT department is crucial for clarifying IT's role and responsibilities in the new employee onboarding process at RELEX Solutions. The meeting aims to align IT's procedures with the project's goals of eliminating day-one confusion and streamlining onboarding processes. By addressing outstanding questions, pain points, and information flow, this meeting will ensure a smoother and more efficient hardware provisioning process for new hires, ultimately contributing to a more positive onboarding experience.
