

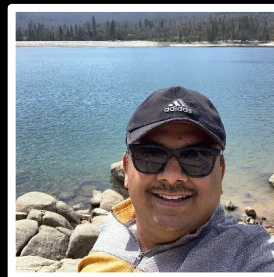
SpringOne

# Making Onboarding Suck Less

How reliable toolsets can be assembled and delivered

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# Why the need for tools and toolsets

## Individual

- What do I need to do my job?
- How do I discover available/new tools?
  - What might they do for me?
- How much time will it take me to have a collection of tools together so that I can start work?



## Organization

- Culture bias
- Different tools for different profiles/persona
- Industry constraints
- Mix of traditional and cloud native practices
- Leverages open-source and commercially available tools
- Do we have the right tools?
  - And are released versions available that have the features needed/desired?

# What's the desired state?

## Common organization challenges

- personnel resistant to change
- skills shortages
- limited-to-no automation
- unclear goals or objectives

## High performing organizations have *teams with*

- well-understood identities
- clear responsibilities
- high degree of autonomy
- well-defined communication channels

- Realize the need for better communication and collaboration
- Focus on toolsets standardization, automation and self-service

# Toolset adoption criteria

## Where do I do my work?

- Laptop or workstation
  - Host OS, VM (Guest OS), Docker, Kind
- Enterprise
  - VM, Kubernetes
- Public cloud
  - VM, Kubernetes
- On-demand
  - GitHub Codespaces, AWS Cloud 9

## What's the work to be done?

- Bill of materials and goods/services delivered are known
- Toolset should evolve and support daily activities

## How do I do my work?

- Persona, needs differ
- Collaboration loops

# Enterprise roles

## Curators

- I'm responsible for pulling together a standard set of tools for the enterprise
- I need to keep them up to date
- I listen to each consumer who desires new capabilities
- I'm building awareness of new tools in wider industry
- I often bargain with the security and governance
- I am responsible for easing consumption (i.e., implementing self-service)
- I'm trying to reduce the toil for startup and onboarding across the organization
- I'm trying to build consistency across organization

## Consumers

- I want the right tool for the job
- I'm opinionated
- I don't like to hear "no"  
(I don't want to be forced to use tools I'm not used to)
- I need to get work done
- I have multiple commitments and competing priorities
- I don't like to waste time installing and configuring software (much less keeping it up to date) to do my job
- I may be in an enterprise setting where I am restricted to use a certain set of tools
- I have limited access (e.g., air-gapped environment)

IT Operations



Software Engineers

# Factory process

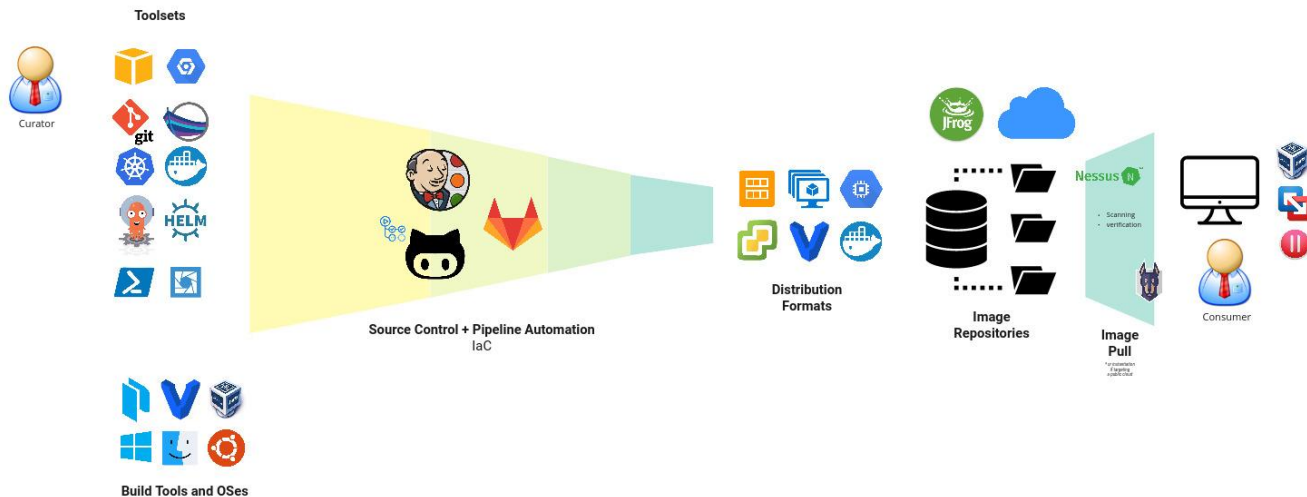
## Toolsets under management require automation

- Automate tool chain build out and a process for keeping it up to date
- Curate tools into toolsets from appropriate sources
  - Consider package management
  - Manage exceptions
- Capable of accepting requests for new tools
  - Each request triggers a review, approval and incorporation into a new release of toolset

*\* Factory is a product itself, it needs to be maintained and kept up to date too*



# Sample factory



# Demo

# Thank you

## GitHub repo

- <https://github.com/pacphi/make-onboarding-suck-less>

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## Selected readings

- [How to setup a remote employee for success on day one](#)
- [Your onboarding process sucks \(and how to fix it\)](#)
- [8 best practices for onboarding technical employees](#)
- [Benefits and challenges of taking the DevOps route](#)

