3-Day Onboarding Plan for New IT Team Member

This plan is structured to ensure a smooth and comprehensive introduction for a new IT team member. It includes:

- **Day 1 – Orientation Activities:**
    - Welcome session, workplace tour, and introduction to IT policies
    - Overview of company values and team structure
    - Health & safety, DEI orientation, and HR documentation

- **Day 2 – Systems Setup & Access:**
    - Email and VPN access, ticketing platform logins (e.g., Jira, ServiceNow)
    - Password and MFA enrollment
    - Review of service standards and escalation procedures

- **Day 3 – Shadowing & KPIs:**
    - Job shadowing a senior technician
    - Introduction to department KPIs, SLAs, and support benchmarks
    - Supervisor check-in and performance expectations discussion

This approach aligns with SHRM's onboarding framework which emphasizes clarity, support, and early integration into the team's workflow (SHRM, 2023).

References

Society for Human Resource Management (SHRM). (2021). *Onboarding New Employees: Maximizing Success*. SHRM Research.