

The background image shows a person from behind, walking away on a wooden suspension bridge. The bridge is surrounded by dense, green tropical foliage and trees. The person is wearing a white t-shirt, blue denim shorts, and a black backpack with the RSI logo. The sky is overcast with light rain.

RSI NEW HIRE SURVIVAL GUIDE

Welcome to RSI!



It's your first day. You made it through the interviews, the offer process, the paperwork, and today you have become a *bona fide* RSI Colleague!

We are excited that you have joined our team and want to make sure we get all of those looming questions answered and all of the little things set up and out of the way. We have a busy day ahead for you and a list of things we'd like to make sure to get through, so let's get started!

Most of the pictures in this Guide are hyperlinks to additional resources. Click each to see what it reveals!

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What is RSI?

Rural Sourcing Inc. was founded with the goal of connecting companies with talented, highly qualified IT professionals living in smaller cities across the United States. Our colleagues can live in high quality-of-life, low cost-of-living areas while working on a variety of interesting, collaborative, and challenging projects.

Through our interview process we have determined that you will be a valuable part of our team and a fitting addition to the RSI culture. This document is a guide to help you get started.

Elevator Pitch

What if you found yourself stuck in an elevator and someone asks what you do and what your company does? You might say something like this:

"I'm a _____ at Rural Sourcing Inc. We develop software solutions for Fortune 500 clients by employing the talent found in smaller cities. This gives our clients the option to outsource economically without sending jobs overseas."

Take a moment to create your own *Elevator Pitch*.

From its Atlanta headquarters, RSI operates four Development Centers:



Augusta, Georgia (AGS)



Jonesboro, Arkansas (JBR)



Albuquerque, New Mexico (ABQ)



Mobile, Alabama (MOB)

...with more to come!

RSI looks for vacant, somewhat eclectic downtown spaces to renovate. These revitalization efforts go a long way to demonstrate RSI's commitment to invest in the local community; they also provide us with some pretty cool workspaces, don't you agree?

If you're travelling in the neighborhood of another Development Center, drop in and say, "Hi!"

People

Folks to know at RSI



Monty Hamilton

CEO

Monty leads the executive team and drives the overall strategy for Rural Sourcing Inc. Monty directs the growth of RSI and is working to launch 10 new high-tech hubs over the next few years.

Ingrid Miller
COO

Ingrid implements RSI's vision to provide US-based high quality IT outsourcing solutions through her management and oversight of all RSI Development Centers.



Tre Sasser
CFO

Tre is responsible for the company's overall financial strategy and implementing the infrastructure needed to sustain RSI's rapid growth and expansion plans.



Alex Bruce

Chief Sales Officer

Alex is responsible for the day-to-day leadership and management of the RSI sales organization, for identifying new revenue initiatives, and for establishing channels.

Margaux Kaynard

Vice President, Human Resources

Margaux is the leader of Human Resources and Recruiting . Her responsibilities include talent acquisition, employee relations, and colleague development across all Development Centers.



Scott Monnig

Vice President, Professional Services

Scott is responsible for expanding RSI practice areas, identifying new service opportunities, and fostering cohesiveness across Development Centers



Jason Ward

Vice President, Service Delivery

Jason is responsible for developing new and existing long-term relationships with RSI's clients that result in successful professional services engagements within our practice areas. He is the main client contact and facilitates client and project management activities including project kickoff, delivery, quality review, and ongoing opportunity identification.

Derek Perry

Vice President, Innovation

Derek is responsible for developing innovative and strategic service offerings, and implementing solutions for our clients.



Sydnee Strellis

Resource Manager

Sydnee works with a team to match colleagues' skill sets with available projects.

Places

RSI has offices across the country.

RSI is on track for future growth. Our goal is to have at least 10 Development Centers across the country in the coming years.



- ★ = RSI Headquarters in Atlanta, Georgia
- ★ = RSI Development Center Locations

RSI Headquarters (ATL)

817 West Peachtree St., Suite 550 - Atlanta, GA 30308

404.873.9500 - Eastern Time Zone

Our headquarters are in Atlanta, the capital of Georgia and its most populous city. It is home to 5.5 million people, making it the ninth largest metropolitan area in the United States.

Our office is in the Atlanta Biltmore Hotel, which was developed by William Candler, son of Coca-Cola founder Asa Candler. Opened on April 19, 1924, the 11-story hotel is located north of downtown Atlanta, in an area now known as Midtown. It is easily distinguished by the towering radio masts on each end of the building, with illuminated vertical letters that spell out "BILTMORE".



Jackie Olliiff
HR Generalist



Cherilyn Hickman
Recruiting Manager

Jonesboro (JBR)

200 South Main Street - Jonesboro, AR 72401

870.819.3082 - Central Time Zone

Jonesboro is the largest city in northeast Arkansas, a center of agriculture and industry, and home to Arkansas State University (Go Red Wolves!). The city was named for State Senator William A. Jones. Originally spelled Jonesborough, the city name was later shortened.

RSI's first Development Center is in Jonesboro's historic downtown where many buildings date back to the late 19th century. This Development Center first took root in 2003 at ASU's *Delta Center for Economic Development*, a business incubator for new startups. Initially, RSI set up shop in an on-campus building but before long was able to relocate to the current downtown office.



Darrell Runyan

Center Leader

Jennifer Rorex
Center HR and Recruiting



Augusta (AGS)

1450 Greene Street - Augusta, GA 30901

706.250.5403 - Eastern Time Zone

The Augusta Development Center is housed on the second floor of an architecturally stunning former textile mill located on the banks of the Augusta Canal near downtown. The original 1840s grey granite brick building housed a flour mill. The much larger red brick addition of 1877 marked the property's transition to a textile mill.

The mill closed in 1983 and remained vacant for 15 years until the space was transformed into offices and lofts. Perhaps its most remarkable feature is the working hydroelectric plant that provides all the electricity needed by the building tenants. Furthermore, the plant is able to sell about one-third of its output to the local electric utility company! How cool is that?



Doug Haines

Center Leader

Vanessa Soro
Center HR and Recruiting



Mobile (MOB)

455 Saint Louis Street, Suite 1100 - Mobile, AL 36602

251.544.9620 - Central Time Zone

The Mobile Development Center is located on the former showroom floor of the so called “Buick Building” built in 1926 by the Turner Todd Motor Company. In 2008, the then vacant building was placed on the National Register of Historic Places which opened new avenues for its eventual rehabilitation and reuse.

The building infrastructure was completely modernized in 2014 and 2015 leaving key architectural and structural details, like the vintage Buick logos on the building cornices, in place and restored to their original appearance. The rehabilitation consumed the better part of a year during which the Mobile Team set up shop in a succession of two temporary office spaces.



Trey Sparks

Center Leader

Reanna Reach
Center HR and Recruiting



Albuquerque (ABQ)

723 Silver Ave SW - Albuquerque, NM 87102

505.218.8500 - Mountain Time Zone

Albuquerque is the largest city in New Mexico (no, it's not a foreign country!) and home to the University of New Mexico (Go Lobos!). Located just yards from Historic Route 66, the ABQ Development Center is housed in a building constructed in 1951 by the Southern Union Gas Company in the so-called "International" architectural style, which features lots of glass and lots of aluminum.

The building was placed on the National Register of Historic Places in 2004. Most recently it served as the downtown location of a trendy local eatery and coffee shop chain. In the summer of 2016, the Center moved from temporary offices into this permanent home following its complete remodeling.



[Paige Briggs](#)

Center Leader

[Serah Tyler](#)
Center HR and Recruiting



THINGS TO KNOW

 Core Values

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Core Values

At RSI, we believe our Core Values define who we are as a company. Now is a good time for you to get acquainted with them. [Here is a video](#) featuring our Chief Operating Officer, Ingrid Miller, with the details.

RURAL SOURCING CORE VALUES



Training



"In keeping with our Core Value to 'Advance and Innovate our Skills and Practices,' RSI is committed to keep up with developments affecting our industry and to provide valuable training opportunities to our colleagues."

-Elizabeth Cahill, Training and Bench Manager

Mentoring:

Your mentor, usually a member of your practice area, can provide answers to your questions and concerns regarding your ongoing tasks and responsibilities.

Practice Area Resources:

Each practice area (Software Development, Enterprise Applications, Quality Assurance, and Project Management) maintains a list of training resources that you can use to improve your practice area skills. Most of these resource can be accessed from RSI's internal website, [The Source](#).

Subscription Training Services:

RSI has a subscription to [Pluralsight](#), an online education service offering a variety of training courses for software developers, IT administrators, and other professionals. Also included is access to the more structured content of [Code School](#). Contact [Elizabeth Cahill](#) for logon credentials to access these services.



The Bench

It happens to just about everyone at some time or another: you wrap up a project and you find yourself without a client for a few weeks, waiting for a new project that requires your talents. In RSI-speak, you're "on the *Bench*." While you're waiting, you have the opportunity to "sharpen the saw," a term coined by self-help author Stephen R. Covey to describe the processes of self-renewal and self-improvement.

Once you're officially on the bench, a *Bench Manager* will contact you to set up a short meeting to discuss your next steps (note that bench managers are often project managers or technical leads who are at the moment on the bench themselves).

Individual Training Plan:

Your bench manager will coach you as you develop a personal training plan describing skills you want to learn or improve upon during your time on the bench. Your bench manager will meet with you regularly to hear about your progress and suggest courses of action, especially when you encounter difficulties.

Internal Project:

In addition to working your training plan, you likely will be recruited for an *Internal RSI Project* while you're on the bench. These projects run the gamut from creating an app to meet an internal RSI need to working a *pro bono* project to benefit a local nonprofit. Internal projects are a great way to hone your skills and to try out new tools and techniques.

The Source

RSI's internal website for employees is called [The Source](#). There you will find recent company news, links to popular internal resources, information about upcoming events, and instructions on how to accomplish administrative tasks like requesting PTO, changing your benefits elections, and arranging for work-related travel.

Practice Areas:

This section contains links to dozens of free online and interactive training resources, organized by practice areas. When you become aware of a new or updated learning resource, please share it via your practice area's Yammer group or directly with your practice area's technical lead.

Tech Tuesday Schedule:

This link opens a list of past and future weekly "brown bag" lunchtime presentations, many of which include slide shows and other materials that you can download. Tech Tuesday presentations are usually done on a center-by-center basis, but once in a while the topic is so dynamic that the event is made available across Development Centers.

Holiday and Payroll Calendars:

Two topics that interest everyone are the *RSI Holiday Calendar* and the *RSI Payroll Calendar*. The Payroll Calendar may be a bit confusing at first. Just remember that paydays fall on the 15th day and the last day of the month, but if a payday lands on a weekend or holiday, RSI's goal is to pay you on the last business

The Source

day prior to the weekend or holiday. For example, if the 31st is a Sunday, you can expect to be paid on Friday the 29th.

Benefits Guide:

This link opens a copy of the current year's Benefits Guide which includes the basic information about our health, life insurance, disability, and 401K benefits. Contact information for the plan specialist as well as that for each benefit provider is included.

Town Hall Meetings:

New for 2016, CEO Monty Hamilton hosts a quarterly, cross-center "State of the Firm" presentation. Videos of all previous Town Halls may be viewed via this link. Note too, that further down the page you'll find a link where you can submit a question, in perfect anonymity, to be answered at the next Town Hall.

Submit a Raving Fan:

Other Handy Links:

Follow the appropriate link to view RSI's Organizational Chart and find out how to request PTO, set-up travel, change your payroll information, enroll in or change your benefit elections and 401k elections.

HR Topics

RSI's internal website for employees is called [The Source](#). There you will find recent company news, links to popular internal resources, information about upcoming events, and instructions on how to accomplish administrative tasks like requesting PTO, changing your benefits elections, and arranging for work-related travel.

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RSI Culture

RSI greatly values the work culture that we have created. To maintain our culture, each Development Center has a team of Cultural Ambassadors.



Cultural Ambassadors organize monthly activities for their Development Center and collaborate in sponsoring company-wide quarterly events. We also host a Summer Party and a Holiday Celebration.

Our annual ***Nerd-Lympics*** is a workplace field day of events like paper airplane contests and Nerf blaster competitions.

Referral Program

What's better than working with friends?

Getting paid to refer them!

How do you refer someone?

Encourage your candidate to apply via the [RSI career page](#). During the interactive application process, there's an option to specify a referrer. Email the Recruiting team as well to point out your referral. If the candidate is hired, you should receive your referral bonus on the first pay date after they start. More information can be found [here](#).

Other Things You Should Know:

- RSI reserves the right to make the final determination about candidate eligibility.
- In the event an applicant is referred by more than one colleague, the deciding factor will be the date of receipt of the referral specifics.
- The Leadership Team, HR, and recruiters cannot participate in this program.

How much will your bonus be?



IT Technical Support



Tony Muni

Tony Muni and Ray Parish manage company-level IT, regulate system security, and handle everything from workstations to firewalls. They implement new technologies to maintain RSI as a world class organization.



Ray Parish



[Tim Owens](#): Jonesboro



[Dan Beard](#): Augusta



[Damian Walley](#): Mobile



[Gail Berry](#): Albuquerque

Your Development Center IT staff is tasked with setting up new workstations and performing in-house troubleshooting.

If you need IT technical support, create a support ticket in either of the following ways:

- Via Chrome: type **support/**
- Via email: helpdesk@ruralsourcing.com

IT Security

Password Privacy:

RSI's password policy requires you to change your password every 180 days. When your password is about to expire, you'll receive an automated notification at logon and you will have a several day grace period in which to complete the task. The password can only be reset when your workstation is logged on to the RSI network (not while working remotely). This will automatically change your Gmail and OpenAir passwords as well. For questions please email: infrastructure@ruralsourcing.com.

RSI Software Portal:

Dozens of user-installable apps are available on the RSI Software Portal. To open the Portal, click the shortcut on your desktop. If you need an app not found in the Portal, submit a support ticket.



LANDesk:

When you finish for the day, *restart* your workstation (let it boot up but do not log on). This allows LANDesk to access your PC overnight, apply updates, and restart as needed. If you do this each evening it reduces the length of time required for updates and provides you an updated and secure workstation.

Physical Security:

If you don't receive an access card or key fob along with training on how to enter and exit your facility safely and securely, ask your Manager, HR, or DCL.

IT Frequently Asked Questions

FAQ:

Q: When I leave for the day what do I do with my computer?

A: If you are not taking your computer home with you, simply restart your system and leave it at the CTRL+ALT+DEL screen as opposed to shutting it down for an evening nap; If you shut your workstation down at night, the *IT ninjas* will find you and thrash you!

If you are taking your laptop home, shut it down, undock it, and then carry it in a protective case or bag.

Q: Do I really need to log on fresh each morning? Why?

A: Yes. Restarting the workstation at the end of your day and logging on fresh each morning allows the workstation to remain up to date and “clears out the cobwebs” for maximum performance.

Q: Can I dock and undock my laptop without shutting it down?

A: It’s probably best to do this with the laptop shut down. Not because there’s any risk of damage, but we’ve found that “hot” docking and undocking sometimes causes the wireless connection to misbehave.

Things to Do

During your first week with RSI

NEW HIRE GUIDE: TO DO CHECKLIST

These tasks are covered in the pages that follow.

- Turn in all HR new hire paperwork.
- Learn the physical security procedures for your Center.
- Log on to Gmail.
- Set up your email signature block.
- Set the Google Calendar time zone.
- Set your “usual work hours” on Google Calendar.
- Set up a meeting with your Manager.
- Discuss 1st Quarter career goals with your Manager.
- Set up a meeting with your Mentor.
- Set up a meeting with your Development Center Leader.
- Set up your Yammer logon, profile, and photo.
- Request access to the Yammer Internal Resume Group
- Set up telephone voice mail.
- Learn shortcuts to making a phone call within the Avaya system.
- Order your free RSI polo shirt.
- Print and install your name plate.
- Order your business cards.
- Create your Colleague Bio.
- Create your Internal Résumé.
- Attend the HR New Hire Orientation.
- Review the Referral Bonus Program.



Gmail

Set Up Gmail:

OK, so first things first. You'll likely spend a lot of time at your computer; after all, we are a technology company! We use Gmail for our email system; let's make you a Gmail Ninja!



1. Log on to your email account at <http://www.gmail.com>:
 - Logon: first.last@ruralsourcing.com
 - Password: the same as the one you reset your workstation to.
2. Click the Settings (gear) button and select **Settings** from the list. The **Settings** page is displayed.
3. Review all settings and make any changes necessary.
4. Download the file **EmailSignature.dotx** at <https://drive.google.com/open?id=0B3aG66o7dpz-eEZTN01ISlpIVFU> and open it in Microsoft Word.
5. Press **Ctrl+a** to select all of the content.
6. Press **Ctrl+c** to copy the content of the Word file to the clipboard.
7. Paste the contents of the clipboard into the **Signature** box.
8. Edit the information in the box.
9. When complete, click **Save Changes**.

This is how your signature should look. Cool, Huh!?



First Name Last Name

Title

www.ruralsourcing.com

office: 555.666.7777 8888

Street Address

City, ST, Zip

Email Netiquette:

- Do not send mass email (RSI All, etc.) unless doing so is in line with your RSI responsibilities.
- Be careful about using **Reply to all** when answering an email sent to you as part of a large group. Consider whether your individual answer is truly of interest to all; if it isn't, just reply to the sender.



Google Calendar

Set up Google Calendar:

Everyone at RSI can see your calendar and send invitations to you so it's super important to keep your calendar up to date. To customize your calendar, click the Settings button and select **Settings** from the menu:



1. Ensure that your calendar is set to the correct time zone.
2. You can specify how the calendar displays dates and times.
3. Set your usual **Working hours**. This can help others, especially those in other time zones, to avoid scheduling a meeting outside your normal workday.
4. Change other settings to match your preferences.
5. When done, click **Save**.

Using Google Calendar:

- When setting up a calendar event, to reserve a conference room, conference line, or GoToMeeting “room,” find the resource on the **Add Rooms, etc.** list and click the corresponding **Add** link.
- Respond **Yes**, **No**, or **Maybe** to all meeting invitations.

Detailed Google Calendar [Instructions](#).

Meet your VIPs

During your first week, schedule a 15-minute meetings with each of the following three people:

Your Mentor:

We remember the days when we first started and didn't know what we didn't know, so we're here to help! Every RSI Colleague has a mentor who may not know the answers to all of life's problems, but can probably help you with RSI issues or point you in the right direction.

Your Manager:

Your manager is responsible for your quarterly evaluations, so if I were you, I'd figure out who this person is and make certain they know who you are as well!

Your Development Center Leader (aka-the DCL):

The DCL heads the Development Center and is a super important person to know (well, we all are really). The DCL helps ensure that things run the way they should. If you have questions about what you should be working on, your project, performance issues, or aren't quite sure what to ask, your DCL is definitely a good person to visit.

Human Resources (HR): If you have a question about anything that has to do with humans, this is your first stop. If you need to change your personal information; have a work dilemma, illness, or injury; have questions about your paycheck, training, or referrals; or if you just need to get something off your chest, this is the place to go!

Yammer

Yammer is an enterprise social networking service we use to stay in touch with our colleagues across the company. You'll love it!



Set up Yammer:

1. Locate the Yammer invitation in your email and log on to set up your account.
 - Include a clear photo of yourself. This is ***super*** important! You may be tempted to put up a really neat photo of your favorite team mascot, but our CEO, Monty Hamilton, thinks you are so important that he wants to become familiar with your face!
 - View the [Yammer video overview](#).
 - To view the [Yammer video on setting up a profile](#).
2. From the [Yammer home page](#), select **Discover more groups** to see what's available:
 - Join your Development Center group.
 - Join your Practice Area group.
 - Join **Break Room** for silly fun.
 - Request access to the **Internal Resume Group**.
 - Join other groups that interest you.

Phone

Set up your phone!

Your office phone number and extension are listed on your Welcome Letter. The extension number is also on the phone display. We currently have two phone systems in use; instructions for each follow.

Avaya System (Atlanta, Augusta, Mobile, and Albuquerque)

1. Set your password

Press the **Voicemail** button or dial ***17** to enter your phone settings.

Initially, your password is blank. Press the pound sign (#) - You'll be prompted to change this code.



2. Record your name

Record your name. You can dial **100** from your phone at any time and change your recorded name. This step must be done in order to be found in the directory when a person calls the main number.

3. Create your voicemail greeting

Record your greeting and set it as active.

For more about using the Avaya system:

[https://www.yammer.com/ruralsourcing.com/
uploaded_files/30039227](https://www.yammer.com/ruralsourcing.com/uploaded_files/30039227)

Allworx 9212 System (Jonesboro only)

1. Set your password

Press the **Messages** button.

Your initial password is 1234#. When prompted, change it.



2. Record your name

When prompted, record your name .

3. Create your voicemail greeting

When prompted, record your greeting.

For more about using the Allworks system:

http://allworxportal.com/documents/support_training/publications/phones/Phone_Guide_9212_9212L.pdf

Making a Call (either system):

- To call an external (non-RSI) number, dial 9 followed by the full number (including 1+area code if a long-distance call).
- To call to or from Jonesboro, dial 9 followed by the full number (including 1+area code if a long-distance call).
- To call an internal number (to any other RSI location except Jonesboro) dial just the extension.

Establish your RSI Identity

- **Get your free RSI shirt**

Wanna look RSI cool? By now, you may have seen folks sporting some fine RSI gear! Every new colleague gets their very own RSI polo.

We had no idea what shirt size you need otherwise we'd have wrapped it up in a smart little package and put it on your desk for you today. So, send an email to [Stoney Schaffer](#) and let him know what size polo you need. He'll make sure that your shirt is in the mail real soon!



- **Visit the RSI Colleague Store**

You can go to the [RSI Colleague Store](#) to buy RSI-branded apparel, mugs, playing cards, and more. Click the bag to suit up with RSI.



Print your Name Plate

Make sure the folks around you know your name! Click the image below to fill out and print your name plate.

1. Click the following graphic. The file opens in Google Docs.
2. Select **File > Make a copy**.



3. Give the file a new name.
4. Close the original file and edit your copy.
5. Click in the area **Your Name** and select **Edit**. A new dialog opens.
6. Edit the text. Click **Save & Close**.
7. Click in the area **Your Title** and select **Edit**. A new dialog opens.
8. Edit the text. Click **Save & Close**.
9. Send the updated document to the printer.

Get Business Cards

If you're a full time colleague, please add your information to the [Business Cards Google Doc](#). Place your name on the tab corresponding to your Development Center below the lowest blue line. Business cards are ordered at the end of each quarter.

Create Your Colleague Bio

Your resume told us all about your career history, but we are family now and we'd love to know more! Tell us a bit about who you are by completing your [Colleague Bio](#). We'll use the photo you upload to let folks know you've joined the team; make sure it's you and not a photo of your favorite sports team mascot!

1. Open the document.
2. Select **File > Make a copy**.
3. Name the file in the format ***FirstName LastName* Colleague Bio**.
4. Close the original file and edit your copy.
5. To insert your picture, right click the existing image and select **Replace image**.
6. Use the dialog to choose your image and click **Select**.
7. Fill in each area but keep the document to one page.
8. When completed, save the file and email it to your center's HR:

Atlanta: [Stoney Schaffer](#)

Jonesboro: [Jennifer Rorex](#)

Augusta: [Vanessa Soro](#)

Mobile: [Reanna Reach](#)

Albuquerque: [Serah Tyler](#)

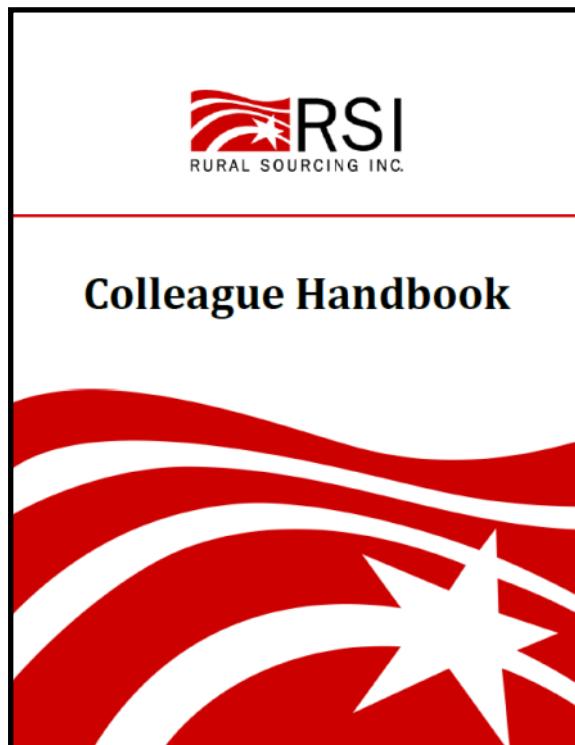
Create Your RSI Internal Résumé

We have your resume, but now we'd like you to create an RSI Internal Resume. This special, unified format helps ensure that the leadership team has the latest info on your skills and experience. This becomes very important when matching your expertise to a client's needs on an upcoming project:

1. Review the [Internal Resume PowerPoint](#); all the instructions are there.
2. Complete your internal résumé within a week of starting work. Try to keep it to three pages or less.
3. Upload a copy to the **Yammer Internal Resume** group's **Files** tab.
4. Email a copy to [Sydney Strellis](#).
5. Revisit, update, and redistribute your Internal Résumé:
 - At a minimum, once per quarter, preferably 15 to 30 days before your next quarterly review.
 - When you finish a project (client or internal).

Colleague Handbook

We want you to know as much as possible about RSI. Most of this knowledge can be found in the [Colleague Handbook](#). We suggest you read through it prior to attending the New Hire Orientation, where you will be able to get an immediate, interactive answer to any question you might have about the Handbook.



New Hire Orientation

Otherwise known as a really great opportunity to spend quality time with the HR team, reviewing policies, and learning how to use our systems!

- Accept the meeting invitation for the New Hire Orientation. It's in your email!



- During this time we'll cover RSI's way of doing just about everything you can think of. You'll also have the opportunity to ask any lingering questions about benefits and payroll, dress codes, vacation, and anything else your heart desires.
- We'll cover the RSI Career Matrix and discuss where you are on it and how to grow in the company.
- You'll also learn how to record your time and expenses using our **OpenAir** system. We'll provide training on timesheets and expense reports.

Glossary

Actuals: Actual hours worked, actual amount spent or charged (as opposed to estimated hours or amounts).

Delivery Executive: A colleague responsible for Client relationship, participates in monthly calls & lessons learned sessions, drives new business opportunities (with the sales department), and endorses internally-made resourcing decisions.

Delivery Manager: A colleague responsible for project delivery, creatively resolving delivery issues, participating in weekly and monthly meetings, ensuring the team exceeds client expectations, builds relationships with the client team.

Laboratory Information Management System (LIMS): A software-based laboratory and information management system with features that support a modern laboratory's operations.

Master Service Agreement (MSA): A contract reached between parties, in which the parties agree to most of the terms that will govern future transactions or future agreements.

Non-Disclosure Agreement (NDA): A legal contract between at least two parties that outlines confidential material, knowledge, or information that the parties wish to share with one another for certain purposes, but wish to restrict access to or by third parties. It is a contract through which the parties agree not to disclose information covered by the agreement.

Project Lead: A colleague responsible for project delivery within a project, develops and reports status to client weekly or as requested, serves as a point of contact for issues (and kudos!!), does great work, and continues to demonstrate how RSI can solve the client's business challenges.

Project Manager (PM): A colleague responsible for the planning, organization, resource management, and discipline pertaining to the successful completion of a specific project or objective.

Professional Services: Jobs that require special education or training in order to perform day to day tasks. Professional services occupations include professionals like lawyers, doctors, architects, engineers, and technology developers. Professional services firms typically bill clients by the hour for the services that they provide.

Quality Assurance (QA): The planned and systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled.

Statement of Work (SOW): A document routinely employed in the field of project management. It defines project-specific activities, deliverables, and timelines for a vendor providing services to the client.

Team Member: A colleague responsible for delivering tasks, advising and being advised by other team members and the Project Lead, and raising red flags, when encountered, to the Project Lead.



Connect with RSI

