

Project Charter

Project ID#:	GLOBHR-0001	Date:	05/08/2021
Project Name:	In-Home Remote Worker Onboarding	Project Sponsor:	Jett
Business Owner:	Jett	Project Manager:	P. Shadrach Sudershan

1. Background

Greatest concern is the unusually long ramp up time required for office set up. According to RNHT global satisfaction survey, the data indicates that 75% of in-home remote workers are dissatisfied with current onboarding resources. They have to constantly ask questions that should be covered in onboarding resources and this has caused overwhelmingly large number of tickets from AWS in-home remote workers, approximately 60% of those tickets are related to office set-up, tools and some HR-related processes. This is due to much of the content in onboarding resource being outdated or inaccurate and investigation discovered that 50% of the pages in wiki and inside don't have owners! That's why the content isn't updated regularly.

2. Problem Statement

Onboarding resource content being outdated or inaccurate and hasn't been refreshed since 12 months has caused delay in onboarding process and dissatisfaction in new hire employees with their onboarding experience because they can't get their office equipment and collaboration tools set up quickly or find accurate information on travel, expenses, pay and benefits which is causing them to ask questions that should be covered in onboarding resources and this has increased ticket volume and causing delay of 3-5 days to resolve and add extra hours to their onboarding time and recruiting is seeing an upward trend in hiring untraditional workers to fill roles quickly.

3. Objectives

Our goal is to reduce the set up time for onboarding from 40 to 5 hours over the next six weeks. We are focused on increasing new AWS in-home remote workers worker satisfaction rates by offering a positive and consistent experience at Amazon by providing the best onboarding content and to decrease the number of ticket submissions by 40%.

We want to accelerate the onboarding process by offering accessible, high-quality resources on Inside, Wiki, Knet and Broadcast and we'd like to decrease the number of hours it taken to resolve tickets from new AWS in-home remote hires during the onboarding process.

Their work is critical to the business, so we need to decrease set up process and increase the onboarding time learning about their job, the sales strategy and goals for the organization.

4. Key Stakeholders

Name	Role on the Project	Job Title	Organization
Emma Stone	Customer	Sales Manager	AWS Commercial Sales
Ryan Reynolds	Customer	Manager	AWS Remote New Hires HR
Jett Li	Sponsor	Senior Manager	AWS Remote New Hires HR
Conan O'Brien	SME	HR Business Partner	AWS Commercial Sales HR
Octavia Spenser	SME	Support Analyst	eCP Tech Support
Reese	Content Writer	User Experience Designer	AWS Project Resource

5. Business Value

Hard Benefits:

This will reduce the set up time for onboarding from 40 to 5 hours and can reduce 40% of tickets from AWS in-home remote workers, which will give trouble tickets team more bandwidth to tackle more complicated issues and increase the satisfaction rates of new hires by 75%.

Soft Benefits:

This will reduce the criticality to our business needs and remove the possibility of revolving door of continually training new employees which would be a huge obstacle to achieving our goals.

Hiring managers will benefit immediately. Instead of filling gaps in the onboarding process, we can support new hires in learning about their job and delivering key business and performance goals and HR will increase in-home worker satisfaction.

6. Success Metrics

Metric	Baseline	Target	Realization Time Period
Reduce the set up time for onboarding with easily accessible, online resources with well-maintained links to content on Inside, Wiki, KNet and Broadcast.	40 to 5 hours	5 hours	6 weeks
Produce a solution with fresh content that includes information on office set-up, collaboration tools, travel and expenses and pay and benefits to increase satisfaction rates of in-home remote workers.	0-100%	75%	6 weeks
Reduce the number of ticket submissions.	0-100%	40%	6 weeks
Decrease the number of hours it takes to resolve tickets from new AWS in-home hires during the onboarding process.	SLA	↓ hours	6 weeks