

# Onboarding tips to help new team developers to growth



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# Agenda

- Onboarding impact
- When to onboarding
- Tips on different areas to onboard

**Do you remember when you join your first company o new project?**



# It's tod....



# Why onboarding is important

**According to Glassdoor, strong onboarding practices can increase retention by as much as**

**82%.**

**Companies with weak onboarding programs lose the confidence of their candidates and are more likely to lose these individuals in the first year.**

Source: Glassdoor reports “The true cost of a bad hire”



# When do you should do the onboarding?

Joining to the company



- Before to join a client project
- Once you are in a project



WEEK  
1

Welcome Email  
1st Onboarding Meeting  
(Introductions &  
Expectation Setting)  
Product Overview Webinar

WEEK  
3

Q&A Sessions  
Tips & Best Practices Email  
Usage Monitoring Begins

WEEK  
5

3rd Onboarding Meeting  
(Product Adoption Review)  
Cross-Sell Opportunities

WEEK  
7

Review of Survey Feedback  
Review of Pending Activities

# ONBOARDING TIMELINE

WEEK  
2

2nd Onboarding Meeting  
(Project Plan, Responsibilities)  
Account Setup / User Creation  
Advance Product Webinar  
Tutorial

WEEK  
4

Check-In Email  
Best Practices Webinar

WEEK  
6

Customer Satisfaction  
Survey  
Identification Of Issues

WEEK  
8

4th Onboarding Meeting  
(Onboarding Wrap-Up)  
Develop next steps for  
value realization  
Understand Customer ROI

# Before join to a client project

- Provide an process overview

## Process to join with customer "A"

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Step	Description	Estimated time for result
1	Internal Interview	1 day
2	Client Interview	5 days
3	Background check	3 day
4	Internal customer setup	7 day
5	Join with client	1 day



# Before join to a **client** project

- Do you need to **fill** or **sign** some documents?
  - Contracts
  - Agreement

## Document list for signature

Item	File	Description	Page signature
1	Contract.pdf	Employee contract	1, 7
2	Agreement.pdf	Disclosure agreement	last page
3	IntPropty.pdf	Intellectual property	1,6,9
4	GengerPlcy.pdf	Gender policy and equity	9

# Before join to a client project

- How you should fill those forms
- Where to sign
- Important fields

FINANCIAL DISCLOSURE STATEMENT		For New Members, Can
Name: <u>Trey Hollingsworth</u> Daytime Telephone: _____		
FILER STATUS	<input checked="" type="checkbox"/> New Member of or Candidate for U.S. House of Representatives State: <u>IN</u> District: <u>09</u> Candidates – Date of Election: <u>May 3, 2016</u>	
	<input type="checkbox"/> New Officer or Employee Employing Office: _____	
PRELIMINARY INFORMATION – ANSWER <u>EACH</u> OF THESE QUESTION		
A. Did you, your spouse, or your dependent child: a. Own any reportable asset that was worth more than \$1,000 at the end of the reporting period? <u>or</u> b. Make more than \$200 in unearned income from any reportable asset during the reporting period?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Did you or your spouse have "earned" income (e.g., salaries, honoraria, or pension/IRA distributions) of \$200 or more during the reporting period?		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Did you, your spouse, or your dependent child have any reportable liability (more than \$10,000) at any point during the reporting period?		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
		E. Did or in t
		F. Did an out calend
		J. Did source
ATTACH THE CORRESPONDING SCHED		
THIS FORM INCLUDES ONLY THE SCHEDULES THA		
EXCLUSION OF SPOUSE, DEPENDENT, OR TRUST INFORMATION - A		
TRUSTS – Details regarding "Qualified Blind Trusts" approved by the Committee on Ethics and certain other "exc this report details of such a trust that benefits you, your spouse, or your dependent child?		





# Contacts, contacts

- Who should contact
  - Manager
  - Leader
  - Co-workers
- Where can you get technical support
  - Phone
  - Email



# Communication

- *Acronyms or terms* your team uses
  - ASAP
  - PSA
- Standups
  - Time
  - Session ID



# Communication

- Asynchronous communication
  - Email
  - Document repository
- Synchronous communication
  - Slack
  - Teams
  - Zoom





# Customer onboarding

- Onboarding courses to complete
  - Security policies
  - How many courses your team should complete



**KEEP  
CALM**

**AND**

**FINISH YOUR  
TRAINING**

# How to request software

- Is there a portal?
- How to fill those software request
- Do you need approvals
- Is there a quick guide

The screenshot displays a web interface for a 'User Request' system. At the top, a header bar contains an information icon, the text 'User Request: R-000004', and a refresh icon. Below this is a navigation menu with tabs: 'Properties' (selected), 'Cls', 'Contacts', 'Child Requests', 'Work orders', and 'Attachments'. The main content area is divided into several sections:

- General Information:** Organization (Demo), Caller (Claude Monet), Status (New), Origin (phone), Title (Test x submit), Description (Test).
- Qualification:** Request Type (Service request), Impact (A department), Urgency (low), Priority (low).
- Relations:** Parent request, Parent incident, Parent change.
- Resolution:** SLA report.
- More Information:** Service (undefined), Service subcategory (undefined).
- Dates:** Start date (2015-07-20 12:40:18), Last update (2015-07-20 12:40:18), TTO Deadline.
- Private log** and **Public log** sections at the bottom.

# Local developer environment

- How to setup the developer local environment

## Software needed

Software	Version	Request ID	Sample request
IntelliJ	2022_3	REQ_SFT_01	<a href="https://confluence.company.com/view/sample01">https://confluence.company.com/view/sample01</a>
JDK	17	REQ_SFT_77	<a href="https://confluence.company.com/view/sample77">https://confluence.company.com/view/sample77</a>
VSCode	1.69.2	NA	<a href="https://vscode.visualstudio.com">https://vscode.visualstudio.com</a>

## Steps

1. Install JDK in C:\JAVA\JDK17
2. Install ...
3. ...



# Working with code

- Repository location
- Main project folder
- Related projects

The screenshot shows the GitHub Deployments interface for the repository 'Aneita Yang / deployments-example'. At the top, a deployment pipeline is visualized with four stages: Test, Staging, and Production. Each stage has a green checkmark indicating a successful deployment. Below the pipeline, three deployment cards are shown for the Test, Staging, and Production environments. Each card includes a deployment ID, a commit hash, a description of the changes, and a 'Promote' button. Below the deployment cards, a detailed view of the Staging deployment is shown, listing a series of commits that led to the current state.

Aneita Yang / deployments-example

## Deployments

6 COMMITS      5 COMMITS

### Test

#26 [Promote](#)

9f7cbca Added new error type in Button component

AN HOUR AGO

### Staging

#24 [Promote](#)

4e4bb32 NONE: documentation typo

2 HOURS AGO

### Production

#18

3c1c678 AK-2832 moved testing and example utils to util-data-test

28 MAR 2018

### Staging

✓ #24	4e4bb32 NONE: documentation typo	2 HOURS AGO	
✓ #20	9f248ce AK-2841 delete util-data-test from mk-1	2 HOURS AGO	
✓ #18	3c1c678 AK-2832 moved testing and example utils to util-data-test	28 MAR 2018	
✓ #16	4398c91 NONE: added support for new cloud versions	28 MAR 2018	
✓ #9	e8342e1 Revert "NONE: Updated Pipelines configuration" This reverts commit 9e403f27d42450...	27 MAR 2018	

# Working with code

## Code repository

- Bitbucket
  - Location: <https://bitbucket.company.com>
  - Root project: <https://bitbucket.company.com/components>

## Projects

Project	Description
Kernel	Core components for all projects
Payments	Microservices project
WebComponents	Common widgets in ReactJS for all applications



# Launch Project first time

- Projects to clone
- **First time build**
  - How to build it
  - Dependencies
- First time launch
  - How to test first launch
    - URL to test
    - Command line?



# Documentation

The screenshot displays the Jira Software interface. The top navigation bar includes 'Jira Software', 'Dashboards', 'Projects', 'Issues', 'Boards', 'Structure', and a '+ Create' button. A search bar is located on the right. Below the navigation bar is a toolbar with various icons for adding, moving, and deleting items, along with an 'Automation' button. The main content area is divided into two panels. The left panel, titled 'Structure with Pages', shows a tree view of the documentation structure. The right panel, titled 'Confluence Page', displays the 'Structure User's Guide' page. The page content includes a breadcrumb trail, a title, and introductory text. At the bottom of the page, there is a status bar with a 'Ready to go' indicator, a text input field for changes, a 'Notify watchers' checkbox, and 'Update' and 'Close' buttons.

Jira Software Dashboards Projects Issues Boards Structure + Create Search

+ Add Automation Share Export

Structure with Pages

Summary WSJF (Basic) Progress

Structure with Pages

Structure User's Guide

Configuring You

Locating a

Settings ar

Capabilities

Getting Started with

Creating a New

Arranging Issue

Editing Issues

Showing 9 items

Confluence Page

Paragraph 1.1 B I U A

Structure for Jira - Version 5.4 / Dashboard / Structure for Jira / Documentation / Structure User's Guide

## Structure User's Guide

If you're new to Structure, we suggest you begin by reviewing our [Getting Started Guide](#).

To learn more about specific features and functionalities, search for them here or browse our full list of articles:

Page Tree | root = Structure User's Gui...

Ready to go What did you change? Notify watchers Update Close

Info

# Logging hours

- How to report hours
  - URL
  - Project Name
  - Project ID



# Onboarding buddy

- Introduce new team member in channels
- **Ask where they need help and connect them with the right people.**



<https://about.gitlab.com/handbook/people-group/general-onboarding/onboarding-buddies/>

# Conclusion

- Do the onboarding according to each phase
  - Publish it in a repository where people can contribute
  - Encourage people to keep updated
- Communication is key
- Onboarding buddies will change isolation symptom

# What's next

- Questions?
- Contact me



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<https://github.com/tmsanchez/>

Slides

<https://github.com/tmsanchez/talks/tree/master/onboardingtips>