3-Day Onboarding Plan - New IT Team Member

Day 1: Orientation & Setup

- Welcome and Team Introduction

- Overview of Company Policies and IT Department Structure

- Workstation and Equipment Setup

- Access to: Email, Help Desk Software, Shared Drives, Internal Tools

- Introduction to KPIs (e.g., ticket resolution time, customer satisfaction)

Day 2: Shadowing & Training

- Shadow experienced IT staff on support tickets or routine tasks

- Walkthrough of Incident Management and Service Request Procedures

- Overview of escalation process and knowledge base

- Start hands-on practice under supervision

Day 3: Independent Task & Feedback

- Assigned simple ticket or internal task

- Meet with supervisor for early feedback and Q&A

- Review team's service standards and expectations

- Set short-term goals and training milestones