

# ITS Onboarding Process

Kick-off Date: 08/16/18—Completion Date: 01/08/19

ITS Onboarding

DEFINE MEASURE ANALYZE IMPROVE CONTROL

## Project Charter

Charter Element	Description
<b>Background &amp; Purpose</b>	Currently, there is no consistent documented process for onboarding Information Technology Services employees. As a result, new team members may have a different onboarding experience.
<b>Mission Statement</b>	Develop a standard Information Technology Services onboarding process.
<b>Scope</b>	<p><b>In scope:</b> Standardization of onboarding across ITS divisions</p> <p><b>Out of scope:</b> Facilities process for keys HR process for onboarding HR Orientation date Campus Police/Parking (badges/parking processes) Individual ITS division processes</p>

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## ITS Onboarding Departmental Matrix

47 responses (about 60% of ITS) – good cross-sectional representation of department

Legend: Administration, CTS/Hardware/Helpdesk, Network & Telecommunications, PMO, Security, Sys. Dev. (Banner Ops/Dev Ops), Systems

ONBOARDING TASKS: Access, Campus Tour, Computer, Garage Parking/ID Badge, Infosec Security Training, ITS/WIT Listserv, Key Request Form, Lunch, Meet Staff, Office Space, Phone, Sponsor Need, Website Update

Survey Results: Department processes were inconsistent.

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## Data Collection & Analysis Plan

- What did you learn from your data?
  - Each of the ITS divisions had a different onboarding process
  - Every new ITS employee had a different onboarding experience
  - Key pain points existed outside the scope of ITS jurisdiction
- What surprises did you uncover?
  - Parking and Badge access issues constant variables in onboarding process

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## Improve Steps

What action can we take to improve?	Who will be lead change? Who else will be involved?	Expected Implementation date?	How will we measure impact of improvement?
Create a welcome packet	Team	11/19/18	Survey responses
Create new hire checklist	Team	12/20/18	Survey responses
Conduct ITS onboarding Pilot on the process.	Team will lead the change. Lisa Hall and Tim Florence will be involved.	12/31/2018	Feedback from the Hiring Directors who hired new employees on the ITS Onboarding process.
Send survey to new hires 1-2 weeks after hiring date	Process owner	1-2 weeks	Measure ease of onboarding experience through review of survey questions.
ITS swag (cup, keychain for office keys, stress ball)	Ordering will have to be approved by appropriate parties in ITS		Survey responses
Recommend lunch for New Hire	Department Manager or Team Lead	First week of employment	New employee survey responses

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## Monitoring Plans

- The Business Manager is identified as the Process Owner for the ITS Onboarding project, with the following responsibilities:
  - To send new hire survey one-two weeks after hire date
  - To review survey responses for pertinent information
  - To compare new survey responses to the baseline survey
  - To reconvene team for updates, if necessary
  - To review the Welcome Packet every 6 months for accuracy
- Mistake Proofing approaches:
  - Process Owner receives checklist signed by the supervisor and new hire. The documents are filed in the personnel folder located in the ITS Business Manager's office.

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## New Process Developed

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    graph TD
      Start([Start]) --> Step1[Director prep checklist]
      Step1 --> Step2[ITS Manager send new hire into SharedPrint and Print]
      Step2 --> Step3[Director prep new hire into SharedPrint and Print]
      Step3 --> Step4[ITS Manager prep new hire into SharedPrint and Print]
      Step4 --> Step5[Business Manager prep new hire into SharedPrint and Print]
      Step5 --> Step6[ITS Manager prep and new hire into SharedPrint and Print]
      Step6 --> Step7[Checklist & prep into ITS Business Manager]
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      Step100 --> End([End])
  
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## Project Team

