



New IT Employee Orientation

This class is designed to be customized to meet specific company needs.

The goal is to provide new Information Technology (IT) employees with a general overview and understanding of their new organization. This overview includes the IT Mission Statement, organization charts, overviews of key software applications and services, a high level company-wide data flow, descriptions of key processes and methodologies, and an introduction to the organization's culture, rules and regulations.

Providing this New IT Employee Orientation class to your newly recruited employees will help shorten their learning curve, thus increasing their chance of success. Listed below are some of the topics covered in this class.

Introductions

- Video welcome from the CIO and other senior IT executives
- Video welcome message by key business unit and user executives

An understanding of your IT organizations

- The IT Mission Statement, Value Statement, and organizational goals
- IT and business unit organization charts with the appropriate narrative

An understanding of your IT technical environment

- Overview of key internal software applications, hardware infrastructure, and data movement
- Key processes, methodologies, standards, protocols, Disaster Recovery and emergency procedures
- Source code control procedures, production move standards, procurement procedures
- Post-project review standards, project management processes and guidelines
- Data governance rules, technical training options and policies

Culture, security, and compliance

- Security policies, corporate compliance requirements, industry guidelines
- Sexual harassment, diversity, and multi-cultural understanding and policies
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General administrative processes

- Help desk contacts, delivery and shipping rules, expense reporting
- Phone system navigation, password resets, travel policies and processes