

Company New Employee Orientation

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Description: Although the responsibility for new employee orientation typically resides within the Human Resources function, it provides a key opportunity for IT to communicate our policies and standards to the rest of the organization. If your HR group hasn't started a new employee orientation process, partner with the head of HR to put one in place as soon as possible. If your company already has an orientation process in place, be sure that the IT agenda is presented somewhere (preferably by an IT person). Handing out materials to be read at the leisure of the new employee will have minimal value. Make a presentation on the mission of IT, on your internal standards, and on the "how to's" of email and other corporate wide application. Go even further and have every new employee sign a security policy statement.

Benefit: Capturing the attention of the employees is a difficult problem for IT in any organization. Perhaps the best time to reach employees is during orientation where their attention to corporate policy is likely to be at its greatest. The degree to which a CIO can influence the behavior of the rest of the corporation is very much dependent on the culture of the organization. When I worked for a federal agency, I was able to enforce standards across the organization. However, when I worked for a start-up in Silicon Valley, individual autonomy was the rule; "standards" was a bad word! The key benefit of reaching employees early in their tenure in your organization is the ability to influence their usage of information resources in a way that reduces your support costs and ultimately increases their satisfaction with your service.

First Steps: If your organization does not have an Employee Orientation program in place, take the following steps:

1. Approach your HR peer and lobby hard for a program that includes IT
2. Develop a presentation that briefly outlines IT's role and communicate the essential elements that you want new employees to know about your infrastructure
3. Try to get a senior person in IT to make the presentation at each new employee orientation session

Example: Figure 1 presents a recommended agenda for a new employee orientation meeting:

New Employee Orientation IT Agenda

- OUR MISSION AND VALUES**
- OUR ROLE - WHAT WE DO**
 - Services**
 - Products**
- HOW WE DO IT**
 - Infrastructure**
 - Methodologies**
 - Standards**
- HOW YOU CAN HELP**
- QUESTIONS?**

Figure 1 – Recommended IT Agenda – New Employee Orientation