

Improve IT onboarding processes & Improve the online onboarding form

Names: Adline Charmelot Didier Blanchet, Roy Maalouf, Paulo Clemente, Raoul Ntirahageza, Viviane Nekoye		Date Documented 6-21-24 to 12-32-24	Location Medair- Switzerland
The problem: 1 •Current State: The IT onboarding process was inefficient, with frequent errors in user permissions and delays in granting system access. •Onboarding forms contained outdated fields, leading to incorrect data being submitted. •Average processing time per onboarding request: 10 minutes. • User satisfaction survey results: "Not very satisfied" (score: 2/5).	The cause: 2 •Inaccurate data entry due to a poorly designed online form. •Lack of communication between HR and IT teams regarding role changes. •Manual processes that were prone to errors and delays.	The change: 3 • Redesigned the online onboarding form to ensure accurate data collection. • Added mandatory fields to reduce incomplete submissions. • Integrated dropdown menus for standardized responses. • Created a checklist in Jira to track IT workflow tasks for each onboarding request. • Automated task assignments based on predefined roles.	
The impact: • Processing time reduced from an average of 10 minutes per request to just 3 minutes. • User satisfaction survey results improved from "Not very satisfied" (2/5) to "Satisfied" (4/5). • Security risks significantly reduced due to automated notifications for role changes. • Strategic Importance: This improvement aligns with our organizational goal of enhancing operational efficiency and employee satisfaction.		IT onboarding form Checklist ☐ OPEN Create email ☐ OPEN Create User Access ☐ OPEN Give access to systems ☐ OPEN Send meeting with Direct Report	