

ITS - New Employee Welcome

2011 ITRMC – Information Technology Achievement Awards Nomination, Risk Management Initiatives

University of Idaho, Information Technology Services

Executive Summary

Information Technology Services' New Employee Welcome initiative: An introduction to technology related risk management for new employees at the University of Idaho.

Since 1998, the Information Technology Services (ITS) department has worked in collaboration with Human Resources to introduce new employees to the technology tools available at the University of Idaho. This initiative is part of an orientation training session originally called “New Employee Orientation” and now referred to as “New Employee Welcome” (NEW). Over the past 13 years the *NEW* process has evolved tremendously, not only in the options available to customers, but also the methods used to present the subject matter.

The Challenge

Working with Human Resources, we started out wanting to provide a short, memorable presentation to new employees which emphasized University policy. It needed to include an introduction to many “high level” issues related to technology and risk management, but also needed the necessary information for an employee to be successful in their job.

Striving Towards a Solution

To address these needs, we developed a stream-lined presentation, available to all new employees, which targeted key technology topics. The presentation has been continually reviewed and enhanced over the years, and recently was developed into a video presentation available online. A full time employee, from the ITS Customer Support division, is always present during orientation to address any additional questions and emphasize keys topics in the areas of technology security. They also provide employees with network and email accounts. This “dual presentation” has been very effective in providing a consistent introduction to ITS along with the personable aspects of a customer-focused technology group.

Improvements to the Process

Migrating to a video presentation provided the ability to reach more employees throughout the state. It also provided a more understandable message, especially on topics involving risk mitigation and University of Idaho computer use policy. New employees can quickly understand their role in computing security standards. Of course, a ten minute video presentation cannot address everything, but it has been a great start in helping customers “hit the ground running” when they return to their own departments.

Verifying Success

Over the years we have measured success in the program many different ways. This has included feedback cards, electronic surveys, focus groups with different departments and the overall impact on our Help Desk contact management system. The specific end result we wanted was to have our customers understand we are just a phone call away if they need help!