Onboarding Enhancements, Phase 1 - Documentation Plan

This documentation plan describes the existing documents that will support this project and the documentation that will be created as a result of this project. Most of this documentation also overlaps with projects involving AWS for new hires and the eventual transition of company employees to AWS from VPN. See Documentation Tickets on right for more details.

The following plan covers only **Phase 1** of the project. For material concerning Phase 2, see the **Out of Scope** section of this page.
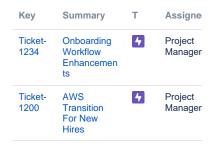
Existing Content

Documentation already in use for this project.

Document	Audience	Purpose	Format /Space	Content Creator	SME /Reviewer /Approver	Update Needed?
PC Color Connection Guide	IT (labels equipment before shipping); New Hire	End User physically connects company equipment at home	IT Wiki Confluence	Help Desk; IT TL; Tech Writer	IT TL	No
Open a Zoom Meeting Outside of AWS	AWS Users (includes New Hires)	End user learns how to use Zoom outside of AWS since AWS is incompatible with most mic/camera applications	IT Wiki Confluence	Help Desk; IT TL; Tech Writer	IT TL	No
Vanilla AH Issued Computers New Hire Set Up User Guide	New Hire AWS User	End user sets up Duo, powers on machine, installs adapters, successfully signs in to AmeriHome systems via AWS (no VPN capability)	IT Wiki Confluence	Help Desk; IT TL; Tech Writer	IT TL	No
Standard AH Issued Computers New Hire Set Up User Guide	New Hire VPN User	End user powers on machine, successfully signs in to AmeriHome systems and network via VPN (also has AWS capability)	IT Wiki Confluence	Help Desk; IT TL ; Tech Writer	IT TL	No
Home PC Remote New Hire Set Up User Guide	New Hire AWS User	End user sets up Duo, powers on machine, installs applications, successfully signs in to AmeriHome systems via AWS (no VPN capability)	IT Wiki Confluence	Help Desk; IT TL ; Tech Writer	IT TL	No

New Content Needed

Document	Audience	Purpose	Format /Space	Content Creator	SME /Reviewer /Approver	Est. Work Effort	Status
Using Outlook with AWS User Guide	LOB End Users	Train Outlook end users how to use application in conjunction with AWS	Insight	Tech Writer	TBD, Help Desk	2 Weeks	Complete
Stretching AWS Across Multiple Screens User Guide	End Users - General	User sets up display configuration on desktop/ monitors before logging onto AWS so that AWS will work on multiple screens	Insight	Tech Writer	TBD, Help Desk	2 Weeks	Complete

Jira Tickets

Epics

Key	Summary	T	Assignee
Ticket-1234	Onboarding Workflow Enhancements	⚡	Project Manager
Ticket-1200	AWS Transition For New Hires	⚡	Project Manager

2 issues

Documentation Tickets

Key	Summary	Updaaed
Ticket-1007	AWS to VPN Transition - Phase 2	Aug 19, 2020
Ticket-1306	VPN to AWS Transition - Phase 1	Oct 21, 2020

2 issues

Confluence Labels

- remoteusersetup
- duo
- kb-how-to-article
- onboarding
- training
- newhires

Confluence Links

- Remote New Hire - First Call
- Remote New Hire - Day One IT Session
- PC Color Connection Guide
- Open a Zoom Meeting Outside of AWS
- Remote Set Up User Guides
  - Vanilla Issue Computer
  - Standard Issue Computer
  - New Hire's Personal Home Computer

Creating Network Drive Shortcuts on Desktop	End Users	Set up desktop shortcuts to network folders so that no files are saved locally	Insight	Tech Writer	IT TL	1 Week	Complete
Troubleshooting Checklist	LOB Trainers	Give the trainers a small checklist of troubleshooting tasks to try with new hires before they open a Help Desk ticket.	Insight	Tech Writer	SME # 1 SME # 2 SME # 3	1 Week	Canceled
Remote New Hire - First Call	Help Desk	Have list of items Help Desk Tech runs through with new hire upon first reaching out	IT Wiki	SME # 2	Help Desk	1 Week	Complete
Remote New Hire - Day One IT Session	Help Desk	List of items Help Desk goes over with new hire on new hire's first day of work	IT Wiki	SME # 2	Help Desk	1 Week	Complete

External Links

- Set Up Guides for New Hires (Remote)

Out of Scope

Phase 2 of Project:

- Transitioning existing VPN users to AWS

Revision History

A history of documents that have been added/reassigned/removed from this plan after initial approval.

Document Name	Change Request	Date
N/A		