



Sample Onboarding Road Map for NOC

Day 1		
Task	Time	Completed / Due
Breakfast with the CEO		
Meet with HR – Complete paperwork and get all logins and passwords		
Meet with Manager – Discuss Job Description and Expectations		
Tour of Building and Introduction to Team		
Lunch with manager		
Assign Mentor		
Microsoft and Teams onboarding		
Multi Factor Authentication onboarding		
MSP MFA Tool onboarding		
PSA Login		
PSA Training		
Shadow NOC		
End of Day Summary Assign Book and daily Homework.		Written Summary, including any questions or concerns

Day 2		
Task	Time	Completed / Due
PSA Training		
Shadow NOC		
Internal VoIP Training Setup phone and or headset Soft Client Cloud PBX Overview IP Phones & Hardware Customer PBX Management		
SECURITY Training		
Shadow NOC – soft skills training		
End of Day Summary and Homework		Written Summary, including any questions or concerns

Day 3		
Task	Time	Completed / Due
Security training		
Shadow NOC		
Hands on application of PSA training		
PSA training in NOC		
Microsoft Partner Center training		
Shadow on site field engineer		
End of day summary and homework		Written Summary, including any questions or concerns

Day 4		
Task	Time	Completed / Due
Cloud BDR Training		
Shadow Engineering Team		
Shadow NOC		
Security Training		
End of Day Summary and Homework		Written Summary, including any questions or concerns

Day 5 (end of week 1)		
Task	Time	Completed / Due
PSA Training in live NOC		
Remote to Client Training		
Workstation Build		
Security Awareness Training		
Skill Demonstration in PSA		
End of Week Summary with COO		Written Summary, including any questions or concerns

Day 6		
Task	Time	Completed / Due
Cloud BDR Training		
On Prem BDR Training		
Live NOC training		
Shadow Engineering Team		
End of Day Summary and Homework		Written Summary, including any questions or concerns

Day 7		
Task	Time	Completed / Due
BDR Training		
Documentation Training Search, Create, and Modify KB's		
Security Training		
Live NOC training		
End of Day Summary and Homework		Written Summary, including any questions or concerns

Day 8		
Task	Time	Completed / Due
RMM Training in NOC		
Security Training		
BDR Training		
Shadow Engineering Team		
End of Day Summary and Homework		Written Summary, including any questions or concerns

Day 9		
Task	Time	Completed / Due
RMM Training in NOC		
Security Training		
Shadow Engineering Team or Live NOC		
End of Day Summary and Homework		Written Summary, including any questions or concerns

Day 10 (end of week 2)		
Task	Time	Completed / Due
RMM Training Learning Scripting		
Security Training		
Live NOC		
BDR Training		
End of Week Summary with CEO		Written Summary, including any questions or concerns

Summary Breakdown for Days 1-10

At the completion of the first two weeks, there are a specific set of skills and tasks that need to be completed. The following should be considered the minimum accomplishments for this timeframe.

- Understand and be able to describe the Company Structure
- Understand and be able to describe the Company History
- Understand and be able to describe the Company Mission
- Understand and be able to describe the Company Business Model
- Know and be able to recite the Core Values of the Company.
- Demonstrate a familiarization with Company clients and associated account managers.
- Finger printing and training completed.
- Completion of PSA training.
- Completion of BDR Training
- Completion of Security Training
- Meetings with both the CTO and CEO

New employee not turning in homework at the end of each day, or unable to complete the above?
Consider termination.

Days 11 – 15 (end of week 3)		
Task	Time	Completed / Due
Shadow NOC – Document/Update Processes & Tasks		
Access to Company MFA Vault		
Learn Deployment Process		
Wi-Fi/Switch Training		
End of Week Summary		Written Summary, including any questions or concerns

Day 16 -20 (end of week 4)		
Task	Time	Completed / Due
Shadow Engineering Team – Document/Update Processes & Tasks		
Finish any outstanding software tool training		
Update LinkedIn Profile, Headshot (provided)		
End of Week Summary with CTO and CEO		

Summary Breakdown for Days 11-20

At the completion of the 2nd two weeks, there are a specific set of skills and tasks that need to be completed. The following should be considered the minimum accomplishments for this timeframe.

- Understand the ticket flow and be able to maneuver the queues in the PSA.
- Complete a ticket loop in PSA.
- Complete a Time Sheet in PSA
- Be able to prep a PC and laptop.
- Be able to Deploy Equipment to a client site.
- Answer the phone appropriately.
- Know our current Tech Stack, and what function it serves.
- Finish any certificate programs outstanding.
- Know the documentation and SOP process.
- Meetings with both the CTO and CEO
- Turn in summary of assigned book.

New employee missing homework at the end of each day, or unable to complete the above? Consider termination.

Schedule a 90-day meeting to conclude the onboarding process and assign next quarter's goals.

Weeks 5-8		
Task	Time	Completed / Due
Role Specific Tasks		
Teach additional security, automation, GRC, or helpdesk tasks		
Work in NOC and on-site autonomously		
Go to a local industry event (if possible)		
Manager & Mentor check-ins weekly		

Employees should now be able to meet simple client requests without escalation in week 5. This includes appropriate soft skills for working directly with clients.

Weeks 9-12		
Task	Time	Completed / Due
Add to skill set – Firewalls & Failovers, GRC info, Asset Management, etc.		
Work in NOC and On-Site autonomously, add in complexity		
Be able to handle simple on-site deployment autonomously		
Manager & Mentor check-ins weekly		

Employees should now be able to meet most client requests with minimal escalation in week 5.

Certification Track

Starting on Day 21 (week 5), additional training resources become available to begin industry standardized certification training. Employees are required to take and pass the exam for each of these certifications within the timeframes defined. Proceeding faster than the outlined timeframes is encouraged, but not required. Salary will be increased at the successful completion of each of these milestones, defined as passing the exam and receiving the certification. If there is any reason that these milestones cannot be accomplished within the timeframes outlined, be sure to review with your supervisor immediately.

Your mileage may vary in your organization. These are our baseline competencies.

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Microsoft
- ITIL