

Utilization of Cloud-Based Learning Platform for the Enhancement of IT Onboarding System

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Abstract : The study aims to define the efficiency of e-Trainings by the use of cloud platform as part of the onboarding process for IT support engineers. Traditional lecture based trainings involves human resource to guide and assist new hires as part of onboarding which takes time and effort. The use of electronic medium as a platform for training provides a two-way basic communication that can be done in a repetitive manner. The study focuses on determining the most efficient manner of learning the basic knowledge on IT support in the shortest time possible. This was determined by conducting the same set of knowledge transfer categories in two different approaches, one being the e-Training and the other using the traditional method. Performance assessment will be done by the use of Service Tracker Assessment (STA) Tool and Service Manager. Data gathered from this ongoing study will promote the utilization of e-Trainings in the IT onboarding process.

Keywords : cloud platform, e-Training, efficiency, onboarding

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