

# **Tools & Practicals**

**Team Onboarding Guide**

Python Support Team

today

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# Welcome to Python Installation Support!

We're excited to have you on board. This guide is designed to help you get started smoothly, understand our support philosophy, tools, workflows, and key expectations.

## How to Use This Guide

This complete onboarding guide covers three main sections:

### **Your Role in the Team**

Learn about your responsibilities, support workflow, documentation practices, and team values.

### **Introduction Process**

Get set up with essential accounts, information about key introduction meetings, and complete required training.

### **Tools & Practicals**

Access daily tools, time registration systems, practical guidelines, and operational procedures.

**Welcome to the team!**

## Our Mission & Your Responsibilities

### Our Mission

We aim to provide prompt, dependable, and compassionate support to our users.

## Team Values

### Our Core Principles

- **Empathy first:** Every interaction matters
- **Be curious:** Ask questions, seek clarity
- **Collaborate:** Work openly with team members
- **Own it:** Take initiative, follow through
- **Improve constantly:** Be proactive, suggest better processes and tools

## Support Workflow

### The 4-Step Process

#### 1. Ticket Intake

- Regularly check for new requests
- Assign and acknowledge them within your shift

#### 2. Triage & Troubleshoot

- Identify the root issue
- Check the documentation before escalating

#### 3. Resolution

- Provide solutions or workarounds
- Follow up to confirm resolution

#### 4. Student Hands-on

- Guide the user in solving the issue(s)
- Let the user do the work

## Your Responsibilities

As a Python Installation Support team member, you will:

- Respond to requests, inquiries or tickets via physical presence/chat/support portal
- Troubleshoot technical or operational issues
- Document solutions and processes
- Report your findings in Discord
- Collaborate with team members to resolve issues
- Help maintain and improve our support knowledge base
- Participate in teamwork on various projects
- Suggest edits to existing articles
- Create internal guides when gaps are identified

### Golden Rule

**If you solve a problem more than twice, document it in GitHub.**

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## Getting Started

### Accounts & Access

You'll need access to these essential systems:

System	Purpose	Link
<b>Discord</b>	Internal communication	<a href="#">Discord Server</a>
<b>RT Ticketing</b>	Ticket management	<a href="#">RT System</a>
<b>SharePoint</b>	Documents & personal time registration	<a href="#">Students documents</a>
<b>DTU FUSION</b>	Official time registration	<a href="#">DTU Fusion</a>

### Key Meetings

#### ! Important Schedule

- **Team kick-off** approx. a month before the semester starts
- **One-on-one** with your direct manager
- **Team introductions** with all members
- **During semester** weekly status meeting with all members (approx. 30 min)

### Required before you start

Selfstudy

- Getting familiar with the Python Installation Support site and subsites

You'll complete training on:

- Product walkthrough (internal tools, user-facing systems)
- Using the ticketing system and Discord
- DTU FUSION time registration system setup and usage

## **Success Milestones**

### **After 30 Days...**

By the end of your first month, you should be able to:

- **Confidently use all core tools**
- **Independently manage and resolve tickets**
- **Be familiar with team workflows**
- **Feel comfortable asking for help when needed**

## Primary Tools

Tool	Purpose	Access
<b>RT Ticketing</b>	Ticket management	<a href="#">RT System</a>
<b>Discord</b>	Internal communication	<a href="#">Discord Server</a>
<b>Support Website</b>	Main support portal	<a href="#">Support Website</a>
<b>Website GitHub</b>	Documentation	<a href="#">GitHub Repository</a>
<b>Scripts GitHub</b>	Scripts for auto installation ect.	<a href="#">GitHub Repository</a>
<b>Teams/SharePoint</b>	Documents & Personal hour registration	<a href="#">Students documents</a>
<b>Course Reference</b>	Programming materials	<a href="#">Course Materials</a>
<b>DTU FUSION</b>	Time registration system	<a href="#">DTU FUSION</a>

## Registering Working Hours

To simplify the process, we have provided two options for registering hours: the official method, via Fusion, and the unofficial method, via an Excel sheet on Teams (Student Documents). In the Excel sheet, the actual hours are recorded, ensuring that the semester's total number of hours balances when the semester is over.

## DTU FUSION

### About DTU FUSION

DTU FUSION serves as the central time tracking platform for all workers at the university. This system is mandatory for recording work hours and ensures compliance with labor regulations.

## How to Register Your Hours

Follow these steps to record your working hours in FUSION:

### 1. Log into FUSION

- Navigate to: [https://https://www.fusion.dtu.dk](https://www.fusion.dtu.dk)

### 2. Access Time Sheet

- Go to 'Time and Absence' to edit your current time sheet



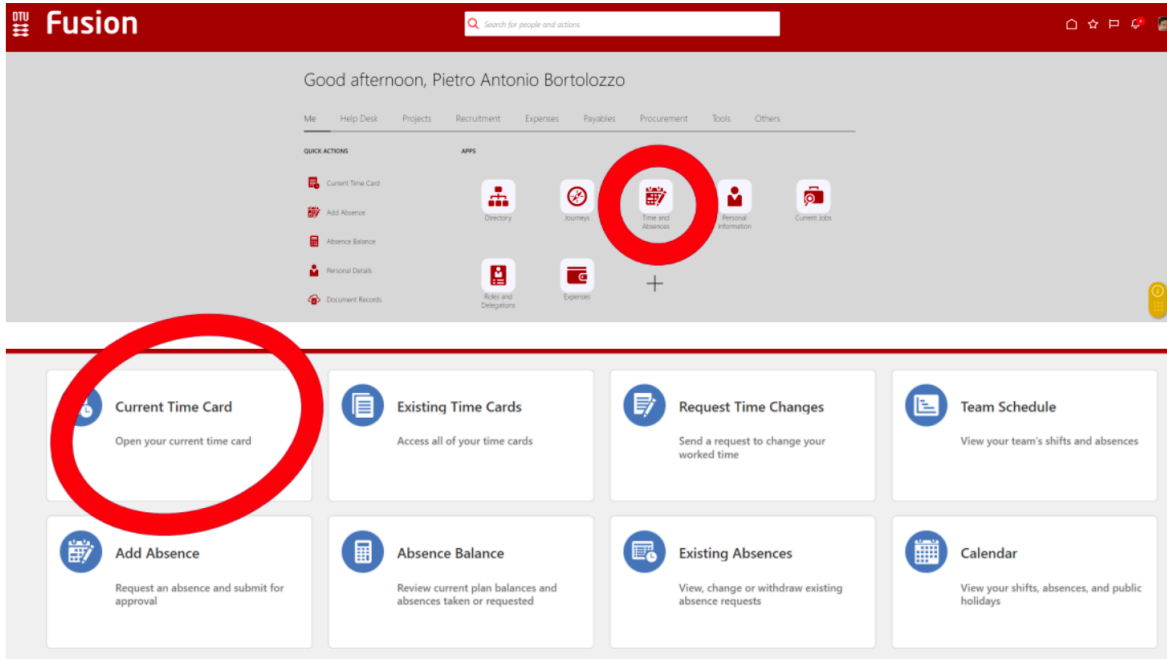


Figure 1: Step 2: Access time Sheet

### 3. Register Working Hours

- Pick a day to register your total working hours for the month
- Calculate total hours: Number of working days  $\times$  1.8 hours (for normal contracts) or 2.0 hours (exchange students)

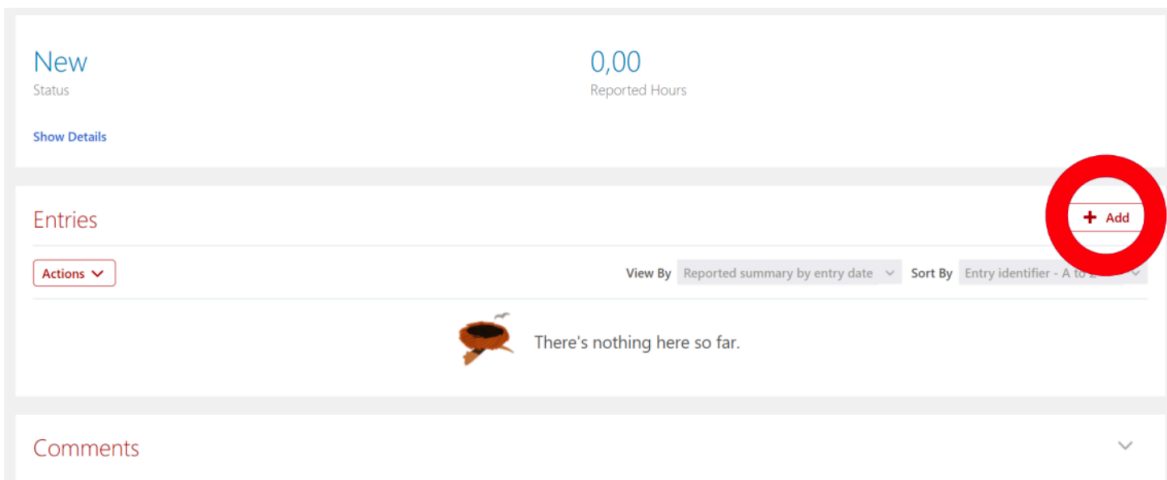


Figure 2: Step 3.1: Add Entry

Entries

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\*Assignment Number ⓘ

IT Specialist - E13256

\*Time Type

Hours

Project Name or Number ⓘ

01-Helpdesk - 112579

Task

Len

\*Select Dates

04-08-2024 ... 29-08-2024

20 days selected

Quantity ⓘ

1,80

[Add another date](#)

OK

Cancel

Figure 3: Step 3.2: Register Hours

#### 4. Register Free Days

- Register two free days with 1.8 hours each (or 2.0 hours for exchange students):  
Chose absence under *Task*)

#### 5. Submit Timesheet

- Review and submit your completed timesheet

024

Actions Submit Cancel

New  
Status

39,60  
Reported Hours

Show Details

Entries

+ Add

Actions View By: Reported summary by entry date Sort By: Entry identifier - A to Z

IT Specialist - E13256 | Hours | 01-Helpdesk - 112579 | Len

39,60 Hours

01 August, Thursday; 1,80 Hours  
02 August, Friday; 1,80 Hours  
05 August, Monday; 1,80 Hours  
06 August, Tuesday; 1,80 Hours  
07 August, Wednesday; 1,80 Hours  
08 August, Thursday; 1,80 Hours  
09 August, Friday; 1,80 Hours  
12 August, Monday; 1,80 Hours  
13 August, Tuesday; 1,80 Hours  
14 August, Wednesday; 1,80 Hours  
15 August, Thursday; 1,80 Hours  
16 August, Friday; 1,80 Hours  
19 August, Monday; 1,80 Hours  
20 August, Tuesday; 1,80 Hours  
21 August, Wednesday; 1,80 Hours  
22 August, Thursday; 1,80 Hours  
23 August, Friday; 1,80 Hours  
26 August, Monday; 1,80 Hours  
27 August, Tuesday; 1,80 Hours  
28 August, Wednesday; 1,80 Hours  
29 August, Thursday; 1,80 Hours  
30 August, Friday; 1,80 Hours

Figure 4: Step 4: Submit Timesheet

## Getting Help with FUSION

If you need assistance with FUSION, contact: - Your colleagues during shifts - Your direct supervisor - HR support for technical issues

### ! IMPORTANT: Monthly Deadline

You must register your hours before the end of the month. Otherwise you will get a warning from HR requiring you to do it.

### 💡 Quick Reference

You can check the number of working days for any month at: <https://ugenr.dk/arbejdsdage>

**Remember:** Subtract 2 from the total to account for your two free days per month.

**Please note:** Working days between Christmas and New Year's are mandatory vacation days, as well as the Friday after Ascension Day.

## SharePoint

Monthly tasks also include:

- **Register personal working hours** on [SharePoint](#)
- This is in addition to the DTU FUSION registration

## Daily, Weekly and Monthly Tasks

### Daily Tasks

#### Every Shift

- **Check RT Ticketing System** for new support requests
- **Monitor Discord channels** for team communications, updates and questions from students
- **Follow the 4-step support workflow** for all user interactions
- **Document solutions** as you resolve repeated issues (and notify the rest of the team on discord)

### Weekly Tasks

#### Every Week

- **Review shift schedules** on Discord for any changes and updates

### Monthly Tasks

#### Before Month End

- **Register hours in DTU FUSION**
- **Register personal working hours** on SharePoint

**Needs to be done before last team meeting in current month!**

## Getting Help & Support

### Where to Get Help

Contact	Purpose	When to Use
<b>The Team</b>	Support & collaboration	During your shift
<b>Team Lead</b>	Daily questions & priorities	Regular guidance
<b>Discord Channel</b>	Quick team-wide help	Immediate assistance
<b>Knowledge Base</b>	Self-service resources	Research & learning