Introduction Process

Python Support Team

2025-07-10

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Getting Started

Accounts & Access

You'll need access to these essential systems:

System	Purpose	Link
Discord	Internal communication	Discord Server
RT Ticketing	Ticket management	RT System
SharePoint	Documents & time registration	Students documents

Key Meetings

- ! Important Schedule
 - Team kick-off in August 2025
 - One-on-one with your direct manager
 - Team introductions with all members

Required Training

Before you start, 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