

# Instructional engineering at Splunk:

Strategies for effective  
technical onboarding

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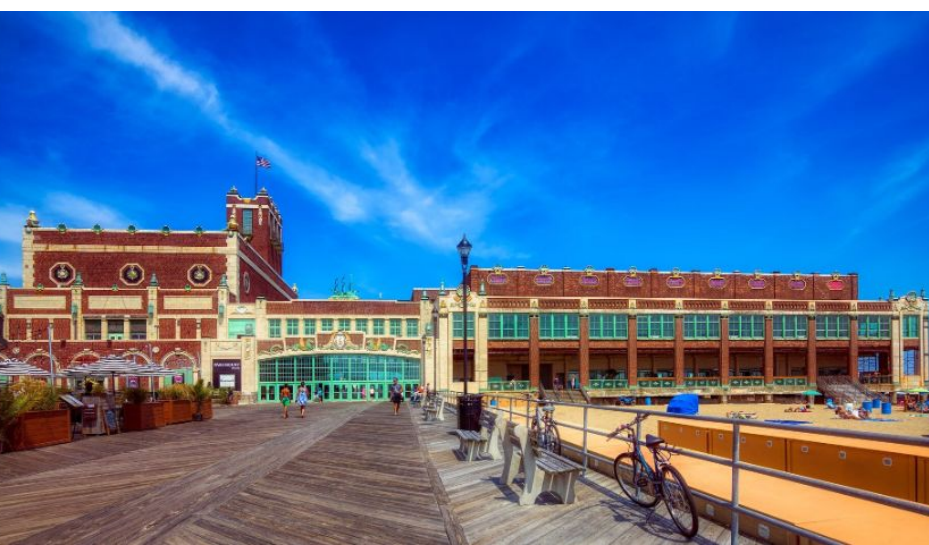
**Who's hiring?**  
**Who's seeking?**





Director,  
Engineering  
Enablement &  
Engagement

Prev Linkedin,  
Google







Principal  
Instructional  
Engineer

Prev Shopify,  
Carleton  
University





splunk>  
a CISCO company



**Last time, on  
TechKnowCon...**

**Instructional engineers are  
worth the investment**

# **Onboarding:**

**Community  
Culture**

**Product Knowledge**

**Product Ecosystem**

**Tools setup**

**Managers and buddies**





# ENGINEERING BOOTCAMP

**Welcome and  
Culture**

**Voice of the  
Customer**

**Intro to  
Splunk  
Platform**

**Splunk's  
Technical  
History**

**Product  
Ecosystem**

**Software  
Development  
Lifecycle**

**Platform /  
Security /  
O11y  
Deep-Dives**



# 45 Days of Onboarding

**Buddy  
Program**

**Team Tracks  
and Resources**

**Additional  
Learning  
Programs**

**First Code  
Merge**



**...and now, time for part  
two of our talk!**



# **What is your job?**



**How do you know if your team is  
winning?**



# Metrics



**Why are onboarding and training programs so expensive?**





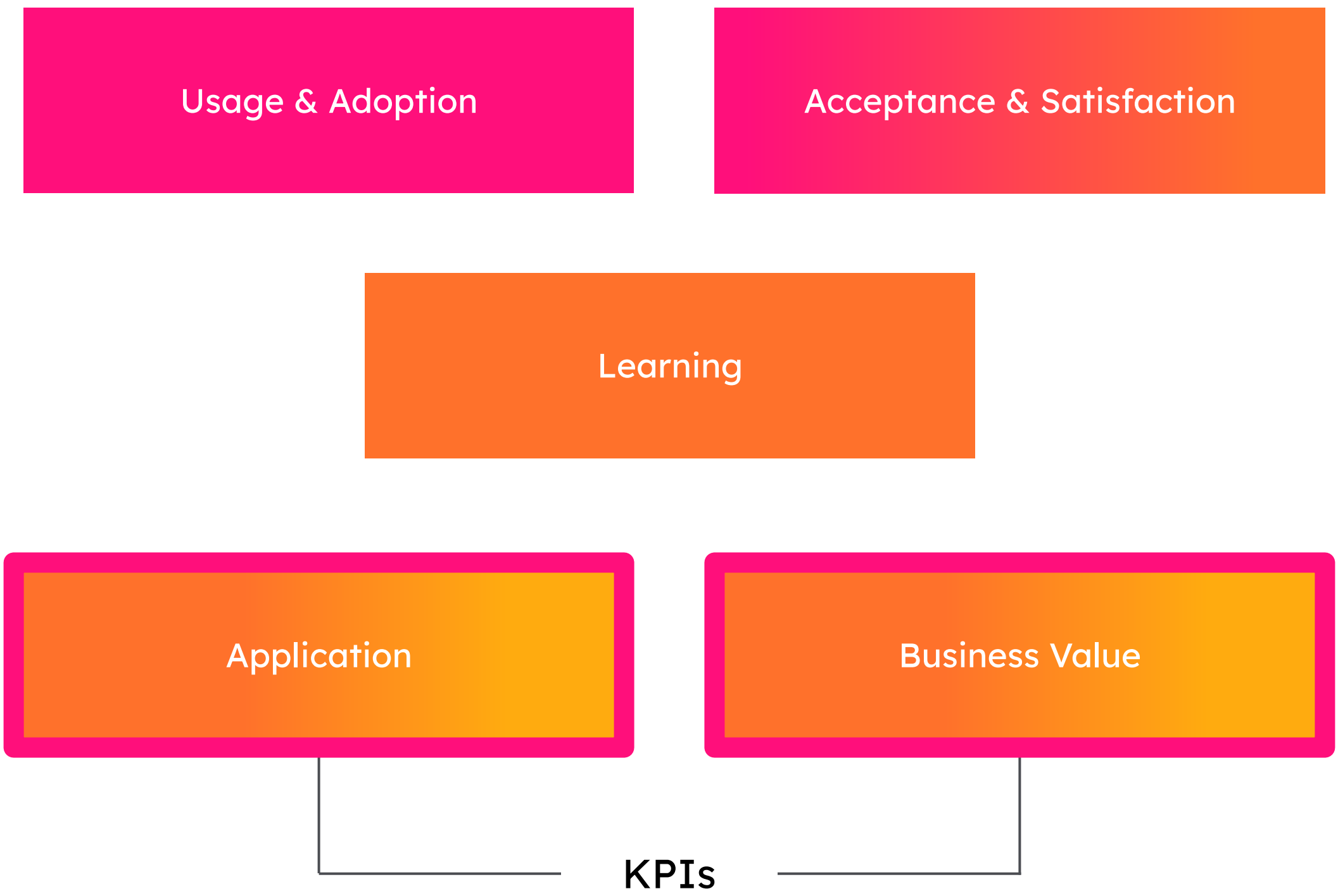
# Why is measurement important?

- Hold you and your team accountable
- Understand pain points
- Helps prioritize
- Know when improvement is needed
- Share value and impact to leadership

**What kinds of metrics do you  
use to measure your onboarding  
programs?**

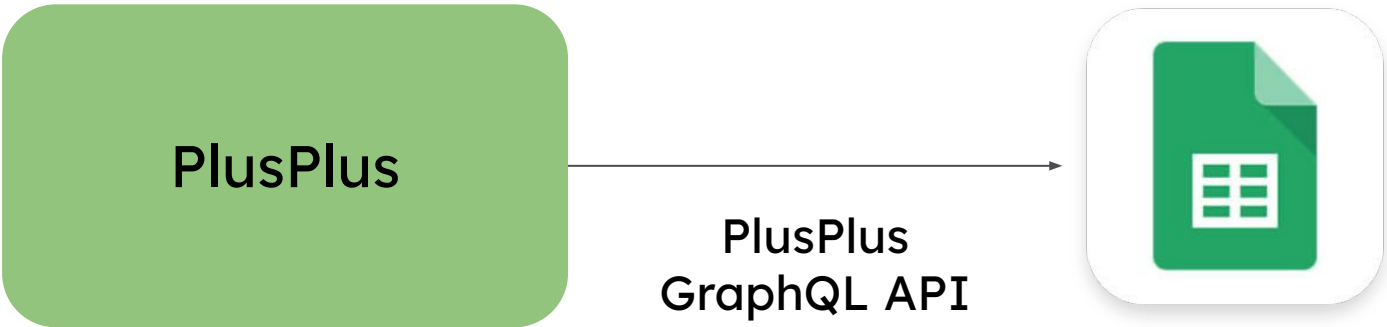


# Levels of Measurement

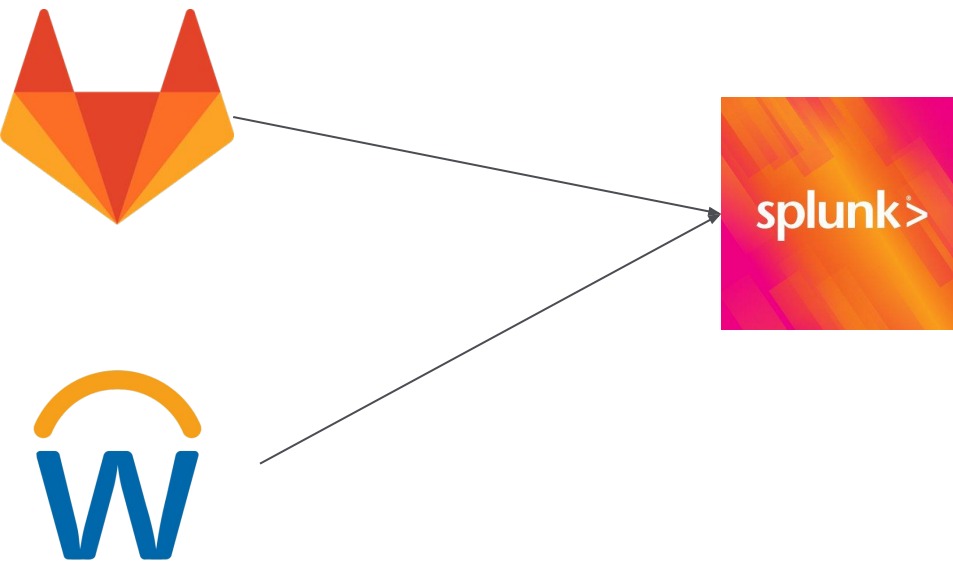


# Capturing and Reporting Data

For usage, satisfaction, and application data



For business value metrics



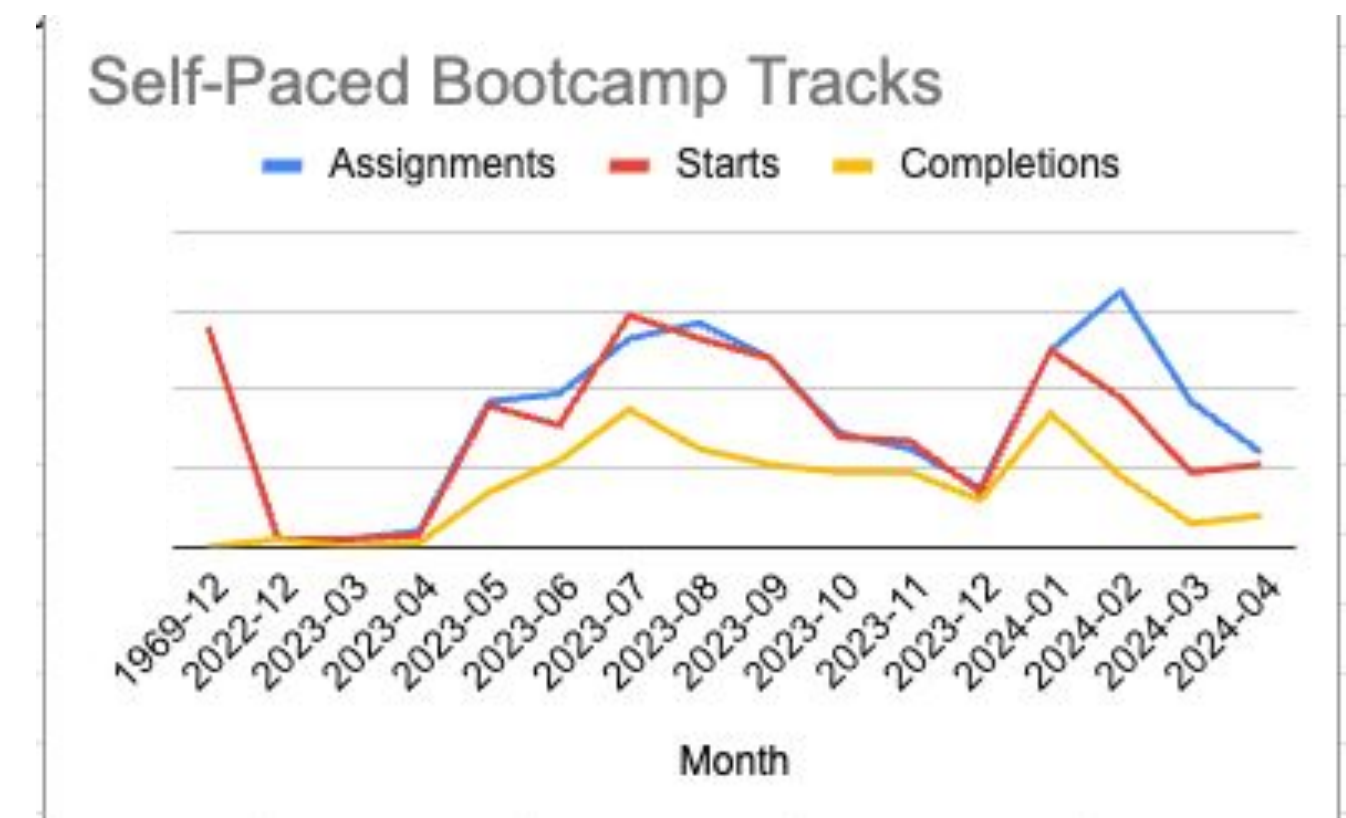


# Usage and Adoption

- Ensure that people are aware of and use your solutions and programs

## Metrics used

- Bootcamp Attendance
- Assigned, Starts and Completions of self-paced resources
  - Look at average progress %

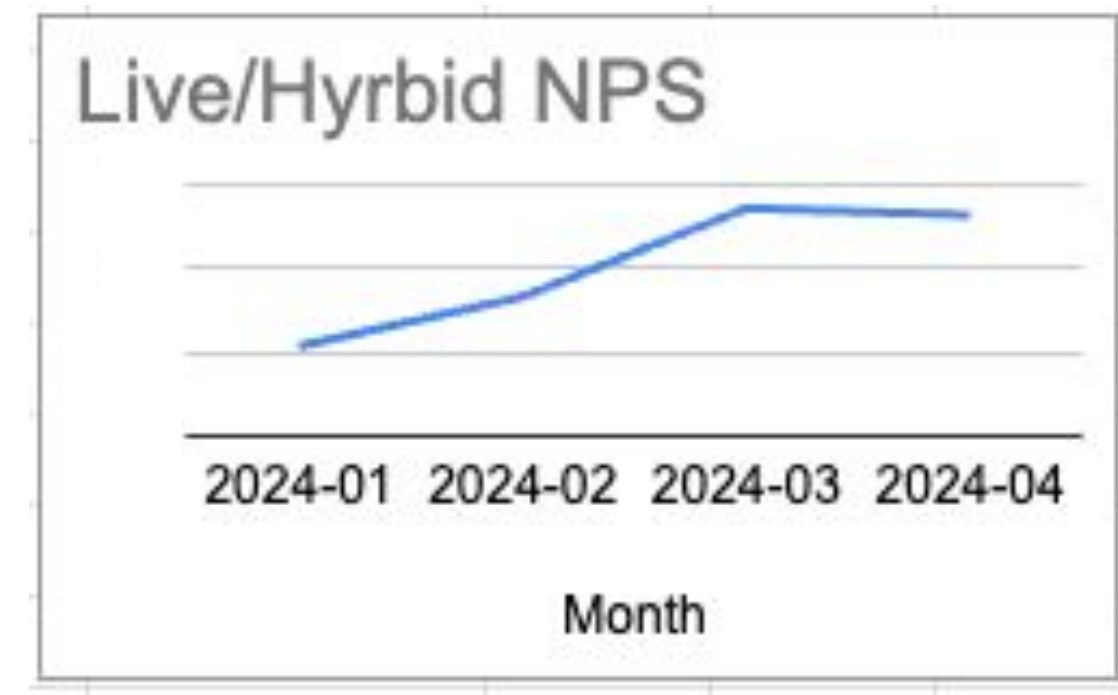


# Acceptance & Satisfaction

- Subjective metrics of learner satisfaction

Metrics used - Net Promoter Score

- Bootcamp NPS
- Training Course NPS





# Learning

- Bake measures of learning into your instructional design
- Informal or formal, with or without metrics

Match the terms at the top with their definition by selecting the correct term in each row. All terms are related to the Splunk platform and used only once. \*

forwarder      indexer      search head      cluster manager      buckets

a file system directory containing a portion of an index

☐      ☐      ☐      ☐      ☐

handle search management functions, directing search requests to a set of search peers (usually indexers) and then merging the results back to the user

☐      ☐      ☐      ☐      ☐



## Share your answers!

Submit your hard work in [this form](#); after submitting, you can view previous responses to learn what others wrote as well.

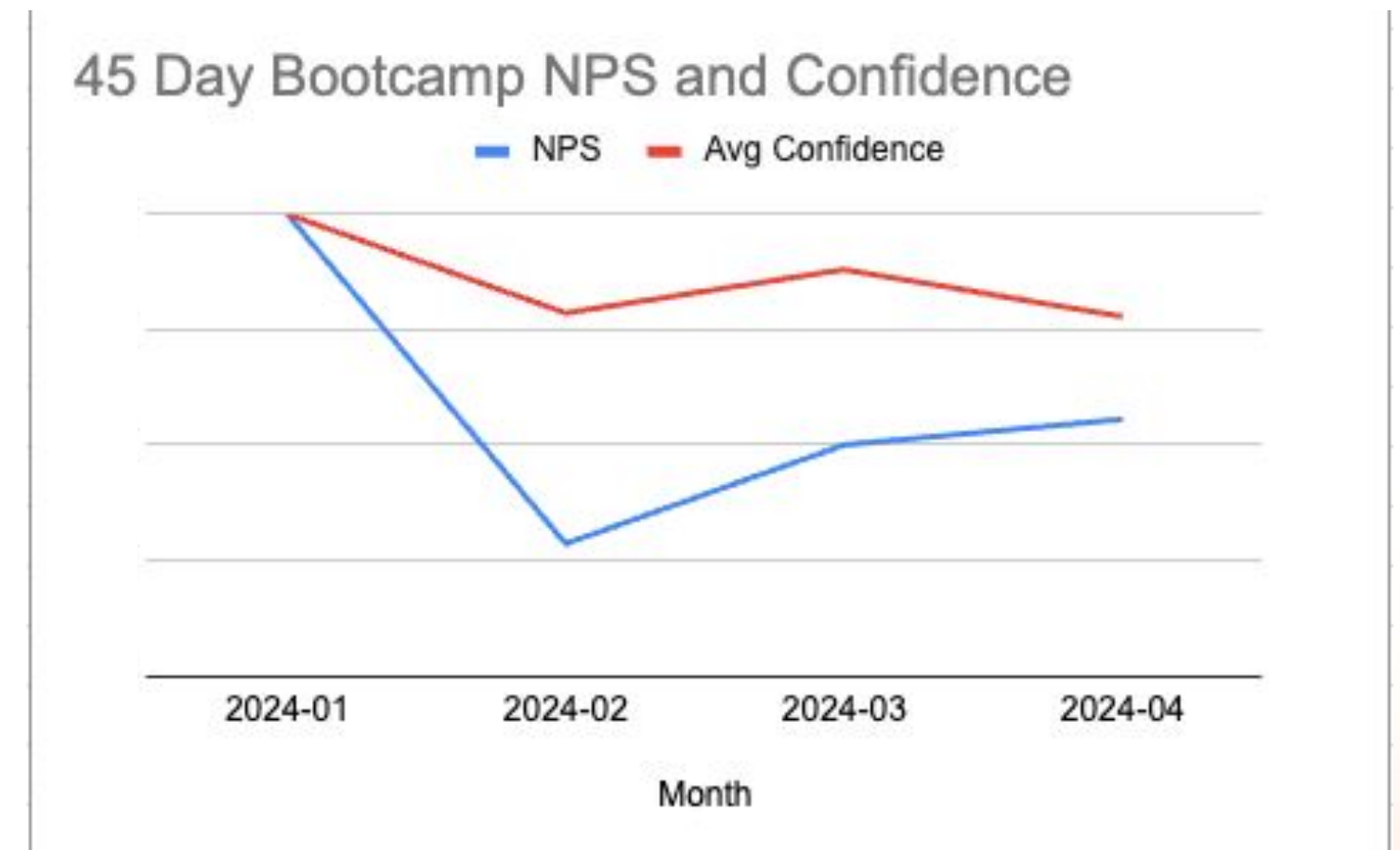
Feel free to discuss further or ask questions in #bootcamp-community.

# Application of Knowledge

- Have new knowledge and skills been applied to the job?

## Metrics used

- Confidence Score (KPI)
- Onboarding Programs NPS





# Business Value

- Overall view of how programs impact the overall business

## Metrics used - Net Promoter Score

- Time to first merge
- Technical Learning CSAT
  - for < 1 year tenure



**How often do you review and  
analyze onboarding metrics with  
your team?**

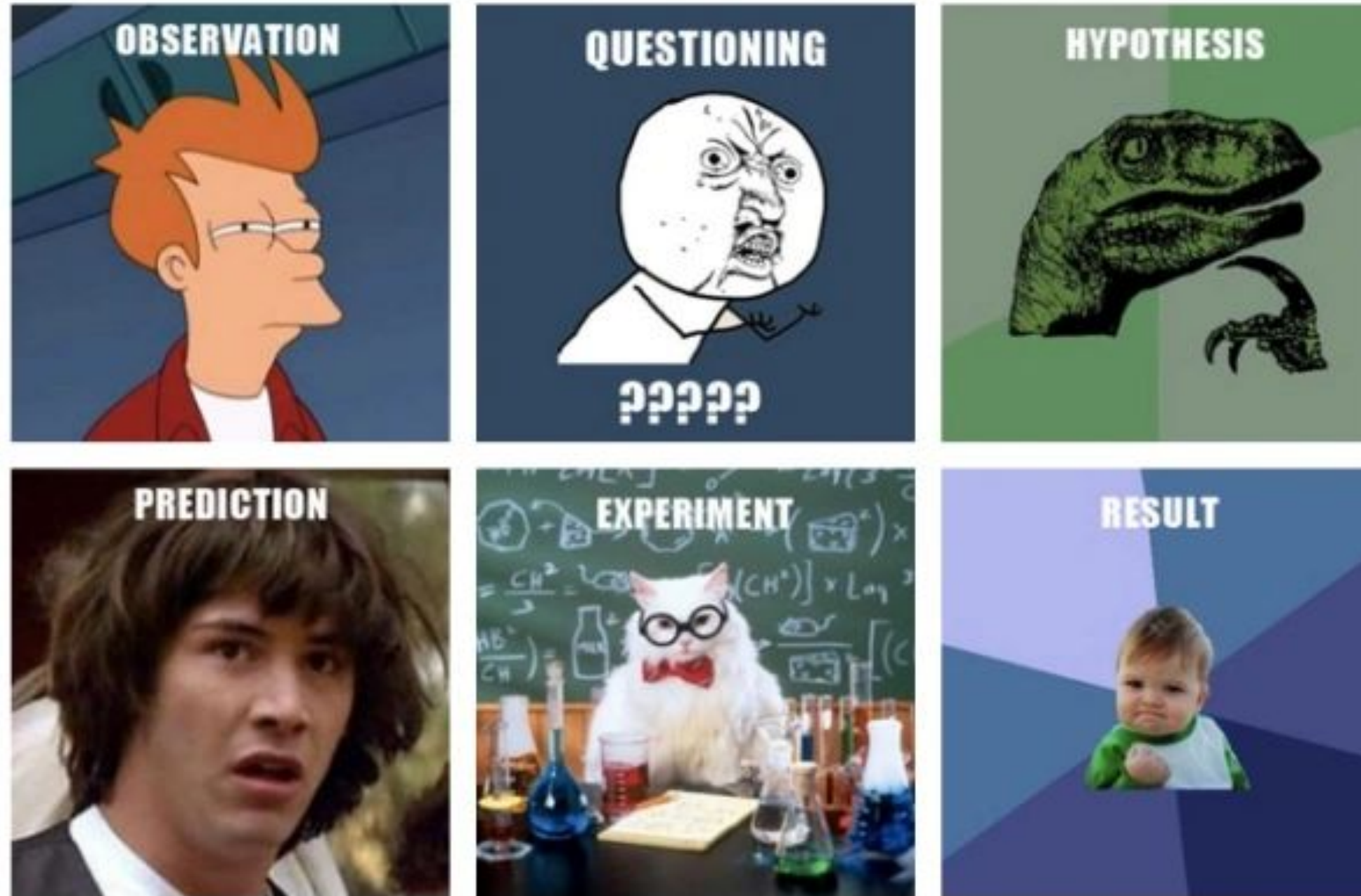




# When should I observe and analyze metrics?

- **Annually** - Defining and setting annual goals and aligning with annual org/company goals
- **Quarterly** - Defining and setting quarterly goals
- **Weekly** - Track if you are progressing towards goals

# Using metrics to apply the Scientific Method



# Q&A