

The U.S. Space Force, Systems Command modernizes onboarding with Trello

In early 2020, the U.S. Space Force used the same analog onboarding process most agencies are familiar with. And they experienced the same challenges and delays that most government agencies face when trying to effectively onboard new team members. But within a year, they had revolutionized their onboarding by digitizing their process with the help of Atlassian's Trello Enterprise. As part of the Atlassian Team Tour: Government 2022 event, Space Force officials spoke about their transformation in onboarding and how it has affected their operations.

When the U.S. Space Force was formed in 2019, one of the main goals for their USSF Talent Management Support team was to hire talent to meet its mission's needs and engage and empower that talent. They went through a legacy onboarding process common to many government agencies when they started: a pen-and-paper checklist that needed to be handled in person. However, the Space Force is on a mission to become the first fully digital service in the country, and the COVID-19 pandemic provided an opportunity to test out new systems across every aspect of the Space Force mission.

The team at Space Systems Command (SSC) had two motivations in mind: empowering and engaging their workforce and making the process as seamless as possible. "We want to keep them excited and motivated for the fact that they just joined the coolest agency out there," says Amanda DeLancey, VP Product Development for AVA Tech LLC and Space Force Talent Management Support. After beta testing several products, the SSC team chose

Trello because it is FedRAMP authorized, cost-effective, and new employees could use it before receiving their Common Access Cards (CAC) and network access. Getting new employees engaged more quickly gave them a morale boost.

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AMANDA DELANCEY,
VP Product Development

Trello made an immediate impact on the SSC onboarding team, according to Theresa Humphrey, Chief of People Operations, Digital Solutions and Business Intelligence at Space Systems Command. It helped "identify redundancies of how we were processing and onboarding folks. It was a tool to help us do process standardization and try to find some

efficiencies in our existing processes as well.” Trello quickly became a single repository that staff couldn’t misplace, unlike the previous paper system.

Creating a digital water cooler and communication hangout

After seeing how well Trello was integrating into their onboarding process, the SSC team began exploring how it could be used. They realized the platform would give them room to grow and could be incorporated throughout the agency. They created a dedicated newcomer board to serve as the digital water cooler for the team. New employees could get documents in the board, connect with their colleagues, and collaborate. This was especially important in a remote environment, as DeLancey says, because “you weren’t able to grab a coffee or a sandwich with your cohort. The only way you could talk was through a tool in a virtual environment. Trello really was a catalyst for that.” And this has also led to agency and process continuity, notes Humphrey, especially when it comes to new employee onboarding sessions. “It’s a great cohesive mechanism for us to say, ‘What did we do last time? Who did this last time? Where are they now?’ I think it has made the sessions better.”

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Transforming agency onboarding in a remote environment

The implementation of Atlassian’s Trello Enterprise in the onboarding processes has helped Space Systems Command retain talent more easily. “I think we would have seen a lot more attrition without having this type of solution,” says Humphrey. To learn more about how Atlassian is helping to modernize onboarding in government agencies through digitization, watch the on-demand video “Space Force: digitizing onboarding” from [Atlassian Team Tour: Government 2022](#). Join the discussion in the [Atlassian Government Community Group](#).

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