

# Real Time Project

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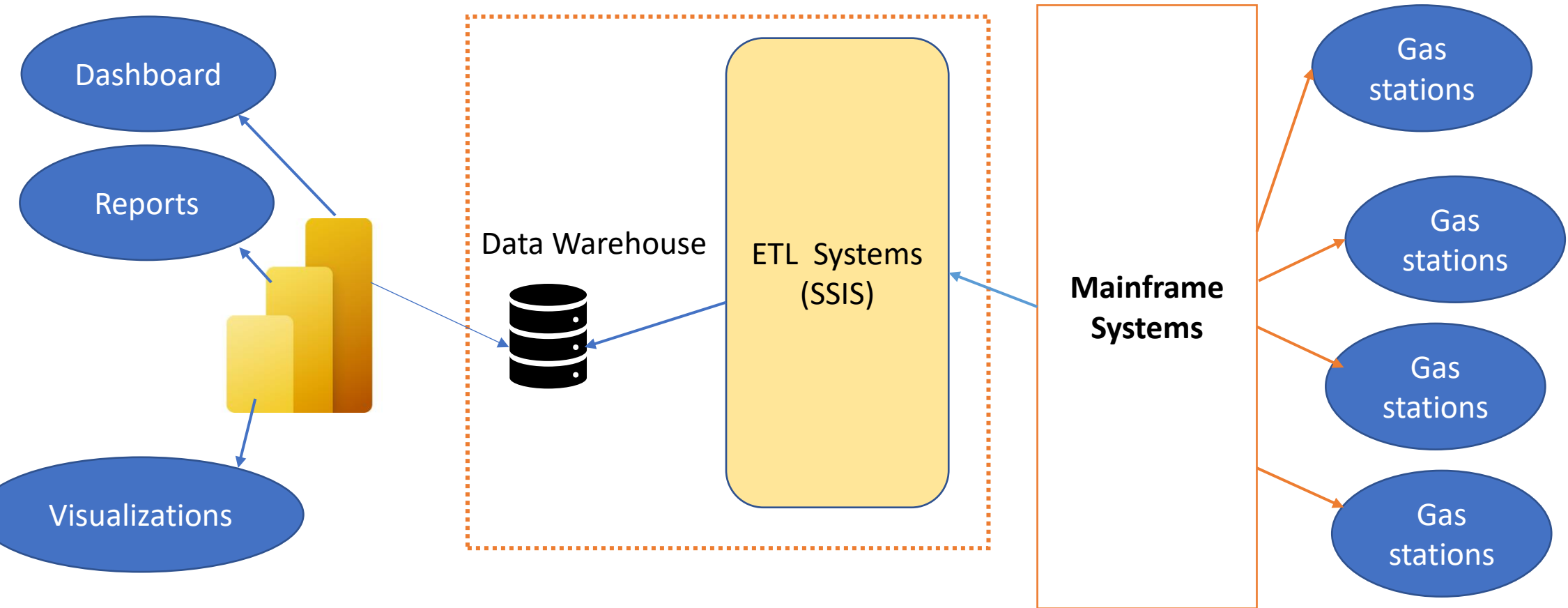
# Client - A Petroleum Company

- “XYZ” is a US-based largest distributor of fuels in the United States. It distributes fuel to over 5200 fuel station locations across U.S. To manage all these operations they had enterprise applications to support the customers across all the fuel stations.
- Major operations:
  - Managing logistics of the fuels
  - Handling delivery of the fuel.
  - Accounts and Management of the customers
  - Distributing the reports

# Our company role

- We as technology provider was having 5 years of contract for Application maintenance & support project(AMS) for supporting around 72 applications for this client. The responsibility was to resolve the issues(high, medium, low) at agreed SLA(Service level agreements). There were some critical 24\*7 applications and some were non-critical applications.
- Along with support activities, we had to deliver major/minor enhancements to the project as well.

# Current System



# Skills

- Power BI – Reporting/dashboarding tool
- Microsoft SQL Server - Database – Datwarehouse
- Microsoft SQL Server Integration services(SSIS) – ETL tool
- Microsoft.Net – front End application
- Mainframe systems – process large data at high speed

# Teams

- BI & DW (Business Intelligence & Data Warehouse) – 8 team members
- Microsoft. Net – 16 members
- Mainframe systems – 6 team members
- Other technologies – 2-3 team members
- Tools:
  - ServiceNow – a ticketing tool

# My Role

- I was part of BI/DW team where I joined as a report developer for 2 years. I was responsible for handling various applications related to BI/DW team for issues and enhancement requests.
- Our team was supporting the dashboard which was developed in Power BI(desktop and Power BI pro), on high level this was the KPIs in this dashboard:
  - Gas stations performance – Top gas stations, bottom gas stations
  - Preparing profit and loss reports, balance sheets reports of All gas stations
  - Top performing Sales Managers

# My responsibilities

- We used to get two types of requests in the ServiceNow tool:
  - **Incident**
  - Service requests
- Once we used to get the requests incident coordinators/team lead would assign to the individual team members based on the workload.
- If it **incident** then we have to fix the issues in the lower environment, get it verified and reviewed by seniors, if it approved then it will be deployed to production system in that week's release.
- Generally the issues were like:
  - Data mismatch
  - Data duplication
  - Formatting issues, chart colors not appropriate, text overlapping, chart not correct etc.
  - Performance issues
  - Other issues – report not delivering on time.



# My responsibilities

- We used to get two types of requests in the ServiceNow tool:
  - Incident
  - **Service requests**
- If it **Service request** then it is a change or new requirement business want in the existing application.
- Generally the change include like:
  - Adding new report field in charts/visuals/reports
  - Add new calculations, add new KPIs
  - Create new reports, create new visuals
  - Deliver the report to new business people etc.
- For these requests, developer has to analyse the request, prepare and estimate, the estimate would include following things:
  - Number of hours required for development
  - Delivery date for the request
  - break-up of activities like development, unit testing, deployment etc.
- Discuss the estimate with team lead and if he/she approves go ahead to send it to business for approval(generally Business Analyst from client)
- Once it is approved, then start working on the request as per dates given.
- Do the unit testing, ask business person to verify the change in the lower environment.
- If approved, plan for production deployment in next release cycle.

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# Learning Management system

- This was 6 months development project which was developed for one of the pharmaceutical company across globe.
- The contract was to develop a dashboard for their internal employees where they wanted to see following reports:
  - Trainings completed
  - Trainings overdue report
  - Trainings due in 30 days
  - Assigned training report
  - Trainings status report
  - Complete dashboard showing overall status of learning department

# Team

- It was 3 members team which involved one senior developer and two junior developers.
- Testing team – 1 tester
- Project Manager

# Tools

- Power BI as a reporting tool
- Oracle as a database(toad is a tool used).
- For Process – JIRA tool – tracking the deliverables.

# My role

- I joined as a fresher for this project, where I was involved in developing the dashboard along with my senior.
- This project was delivered in agile methodology, planned for 12 sprints(2 weeks/sprint).

# Project methodology and delivery

- As this was agile methodology, the requirement and development, testing were going parallel.
- Our senior was having call with the Business team every week, where the requirements were discussed.
- Senior team member will then assign the activities for we developers, while guiding as well wherever required.
- We were having daily scrum call(Stand up call of 5-10 minutes), where we used to discuss
  - What you are working today?
  - What you worked yesterday?
  - What you are going to work tomorrow
  - Discuss any blockers.

# Final deliverables

- As a part of this project, we delivered following reports:
  - Trainings completed by users
  - Trainings completed by departments
  - Trainings overdue report
  - Trainings due in 30 days
  - Assigned training report
  - Overall dashboard which shows above KPIs for each department heads