Final Report

C3\_C9\_Intership\_LEA3Q\_A21

From May 1st to June 9th, 2023

Deloitte LLP

The six weeks internship I have completed at Deloitte have been quite the learning experience. At the very first day, I was informed there was a change of plan. While I was originally supposed to work with the Salesforce team, I had been reallocated to the ServiceNow team which was a more recent growing team. It wasn’t too much of a problem though as both technologies deliver similar products and services to their customer. They both focus on customer relationship solutions with ServiceNow being more notorious for its ITSM (Information Technology Service management) solutions.

Starting my first day, I was presented to my team. We were 4 college students being onboarded together on the team as well as a technical lead, a functional lead and the manager that would be acting as my supervisor. While regular new employee’s that are onboarded at Deloitte usually start by focusing on the general company onboarding program, as a student intern I was immediately affected to technical trainings while having to find extra time to complete the minimal general onboarding. The latter included online courses on Deloitte employees legal and ethical obligations as well as workshops and guides to learn how to use the different kinds of technology in use in our day-to-day work. Every day of the week we would have a Morning and Evening standup meeting on Microsoft Teams where we would meet with the manager, functional lead and technical lead to ask questions and receive further insights and instructions. Most of my time was invested in a technical onboarding. I had to follow a strict learning curriculum that would ensure that I master the ServiceNow platform I was going to work on in a reasonable amount of time.

The first week was mostly getting to know the ServiceNow platform in general. I had to learn how to configure my development instance, how to manipulate list views, forms, configure self-services, catalog items, configure flows to automate creation of records and notifications as well as managing the data tables, access controls, data imports and data structure of the platform in general. Luckily, I was able to leverage a lot of knowledge that I had learn in college to facilitate my technical onboarding . The platform uses the good practices from object-oriented programming, database concepts, and forms extensively. We concluded the first week with a meeting with the Leadership and the Clapstone Project which purpose was to reinforce our learning in a clean developer instance of ServiceNow. We had to configure a product to be offered from a Service Catalog and create a flow that would handle issues, automate the attribution of incidents to employees as well as send notifications to individuals that had to be involved in resolving the issues.

The second week’s training started with learning to use ServiceNow online resources from NowCreate to help and guide us in various aspects of our work like defining and planning projects. We revisited agile, hybrid and waterfall methodologies that we had learned in college in Information System Analysis. We then started the ServiceNow platform implementation course that delved deeper in how to use the platform to deliver projects following the scrum methodology, how to perform project presentation, retroaction and standup meetings. I finished the week’s technical training with an introduction on ServiceNow CSM (Customer Relationship Management) Fundamentals where I learned the basic principles about the different kind of customers, business partners and their relationship and needs. Following on those principles I learned how the data is structured on the platform to better accommodate the customers reality. I finished the weeks learning with the organizational structure for CSM. This implies creating work groups for an organisation with the necessary skills to be able to allocate and resolve cases involving a customer’s products.

On the third week, I finished the ServiceNow Customer Service Management Fundamentals training by tackling the customer service agent experience, how their workspace is configured and how it functions to facilitate their work with reports, tracking and analysis features. The rest of the week was dedicated to the ServiceNow Customer Service Management Implementation training for which we had a certification exam to succeed on the 26th of May in order to be able to work on a project. First, we learned how the implementation of Customer Service Operations work, along with which communication channels can be implemented and how we can leverage the AI powered Virtual Agent to facilitate customer service with most common cases. I learned to approach customer onboarding on a new implementation, how to handle complaints and the Out of the Box functionalities of ServiceNow CSM. From those functionalities I learned about Guided Decisions for agents and Proactive Customer Service Operations that puts forth systems to evaluate customer profiles that are bound to have issues to create cases, inform customers and resolve issues in a faster and more efficient way. I also learned how case routing and assignment is implemented to assign cases to the most appropriate working groups before using the Assignment Workbench feature to assign the most appropriate agent based on matching rules, acting as a complex series of easy to implement IF conditions linked to skills, location and availability. Afterwards, I learned to implement the Customer Service Experience that is designed to facilitate the work of customer service staff. From designing the CSM portal to facilitate access to case management, knowledge articles and auto responder for case deflection to external content integration. I learned the implementation best practices from functional workshop strategies to get the most out of the customer to insure the most satisfying implementation possible to Industry data models and organizational changes. Finally completed the training with the implementation of performance analytic tools to help the management of the customers to improve their practices and maturity.

The 4th week of internship was mostly practice and revision of the considerable amount of knowledge that I had learned in the month in order to succeed CSM Implementation specialist exam. Each day we were practicing mock exams, having reunion with colleagues to challenge and test our knowledge as well as revisiting the content of our training and notes. By the end of the week, I had passed my exam and was ready to move to the next training.

The Fifth week of internship consisted of revision of the generic ServiceNow Fundamentals, a Deloitte Onboarding academy workshop as well as the start of our training towards our Field Service Implementation(FSM) exam. The Deloitte workshop thought us about the structure of the firm which is quite daunting and overwhelming by its complexity at first, as well as all the resources Deloitte offers to its employees and interns to better do their job and find opportunities to better themselves. The second part of the day was dedicated to a Business Chemistry Workshop leveraging a business psychological personality profiles system allowing people to identify their strengths and weaknesses as workers and coworkers. This system is used across Deloitte to help people understand each other and lubricate relationships between personalities that might seem to be in tension with one another but can be reconciled through understanding. This gives everyone a base to understand quickly each others working personality and it was interesting to see that most people were quite interested the approach. For the rest of the week, we returned to our technical training completing the Field Service Management(FSM) Fundamentals where we learned what distinguished FSM from CSM such as the scheduling and dispatching of field agents, work orders, delivery and confirmation of work and geo-localization. We completed that initiation to FSM with a process simulator before starting the Mobile Development Fundamentals training for ServiceNow.

The last week of my internship started with the completion of the Mobile Development Fundamentals that consisted of learning to use the ServiceNow platform to create responsive user interfaces for the applications for Android and Apple mobile devices that integrate the customers solution to the mobile app. This is especially useful for FSM implementation since field agent will generally interface with the system on the field with their phone to get access to knowledge base, schedules, work orders and working routes. Then we had a training dedicated to Dynamic Scheduling (Fundamentals and Implementation) which is a feature of FSM that attributes work order tasks to appropriately localized group of field agents and finds the best agent for the task based on skill, location, agent availability, and required parts available. Afterwards, the propaedeutic training completed, we jumped to the Field Service Implementation Training learning how to plan the implementation, implement the Field Service specific processes , optimizing the scheduling and scheduling and all the appointment and communication processes linked to the service catalog that we previously learned in the Administration Fundamentals training. The training was completed with a simulator lab and an introduction to the Automated Test Framework that is used to implement automated testing on the ServiceNow platform.

I must say that although most of the technical training content wasn’t causing too many difficulties as ServiceNow’s platform follow’s a lot of concepts that I learned at LaSalle from a higher-level programming perspective. Everything Database related, Multi-tier applications, Object-oriented programming, Information System Analysis, WinForms, JavaScript can be directly translated or used in the platform. There was not a moment during my internship that I wasn’t taken out of my comfort in terms of soft skills, working ethics and culture. While working at Deloitte you get submerged by company culture and dynamism. Daily, weekly, monthly and yearly meetings populate our schedules while there is a constant stream of information’s coming from the various Teams groups we are affiliated with as well as mails flowing regularly into our mailbox to for us to complete onboarding requirements or accept event invitations. In other words, the most challenging aspect for me and where I grew the most as a person was managing to stay on schedule while being challenged to stay focus and keep my energy up while having to act on Deloitte’s working culture.