

Documentation Internship

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1) What

This is the section of my document where I describe what exactly I got assigned to do. I have divided the task in three big steps which in turn will be executed in different sub steps.

1.1) Step 1 - Research

The first and maybe one of the most important parts of my internship is the research I have to do. This research is divided into 2 main steps

1.1.1) *Research towards other companies*

I started my research with looking at other companies who do similar activities. All these companies have described in big ways how they do adoption. And from here I got most of my inspiration for the plans I've worked on during the internship.

1.1.2) *Research into the technologies*

This part is something that started as being step 1 but eventually kept me busy even in next steps. Because when trying to come up with a detailed plan for implementation of one of these technologies in a company it's important to have sufficient knowledge about the technology at hand. The technologies I did research about are:

- Microsoft Copilot
- Microsoft365
- Intune
- Azure Virtual Desktop
- MS Teams

I mostly made use of Microsoft documentation for researching these. I had a lot of use out of the Microsoft learn platform. On top of this I contacted several people from inside the company that are experts in these fields.

1.2) Step 2 – Mapping adoption strategies and change management

When wanting to do adoption it's important to map this out and also consider change management as a topic of importance. So one of the things I did in this step is make a decision about a change management strategy that would be beneficial to use across all the technologies.

I did this with the help of a Weighted decision Matrix where I had 5 criteria that I had in mind.

1. **Efficiency** – Definition: How efficient are these methods at execution.
2. **Effectivity** – Definition: How many times do they succeed
3. **Difficulty** – Definition: How easy are they to implement and understand
4. **Usage** – Definition: How often are they used in projects like the ones Arxus does

5. **Empowering** – Definition: Is it possible to get certified in this method. And how hard is it to find an examiner for this

	PDCA		7s Mckinsey		Kotter		Prosci ADKAR		
CRITERIA	RATING	WEIGHTED SCORE	RATING	WEIGHTED SCORE	RATING	WEIGHTED SCORE	RATING	WEIGHTED SCORE	WEIGHT
EFFICIENCY	4	12	2.5	7.5	2	6	5	15	3
EFFECTIVITY	2	10	3	15	3.5	17.5	4	20	5
DIFFICULTY	4	16	2.5	10	1	4	3	12	4
USAGE	3.5	7	2.5	5	1	2	5	10	2
EMPOWERING	3	9	2	6	3	9	4	12	3
TOTAL SCORE		54		43.5		38.5		69	

I have also made a map of the technology that was chosen, this was ADKAR which is part of the Prosci methodology. Sadly enough this step by step map is under NDA and cannot be disclosed in this document.

1.3) Step 3 – Making an adoption blueprint that can be used for the customer

For this I mostly used the research into the technologies that I mentioned before. This research I then poured into several step-by-step guides that are ordered by technology. With these I again have the problem that they are non-disclosable documents and thus I can't release them in this document. But I can say that I use steps that are both technical and more focused towards change management in these guides.

2) Who

2.1) Arxus



I do my internship at a company called Arxus. They are part of The Cronos Group and are the biggest company inside of the Uptime Group which is also part of Cronos. They identify themselves as a managed Cloud Service Provider. But this isn't close to defining all they do. While Cloud is a big part of the company's focus, I landed in a different branch of the company. Namely the Modern Workplace part where the focus lies on all things Microsoft and helping clients get started with them. The second part of the sentence is where my assignment lies. Because helping the clients get started with them often comes paired with guiding the adoption.

2.2) Salahdine Dinia – Mentor

Salahdine is my mentor during this internship. It's great how good of a match as a mentor he is for me. This is because of the fact that when I need something or want some information about a topic he always points me in the right direction and connects me with the right people. Overall I am very pleased to have him as my mentor and he thought me very much.

3) Why

3.1) One-stop-shop

What I mean by "one-stop-shop" is the fact that Arxus currently does everything for an end-client on a technical scale. But when it comes to adoption of these technologies through guidance, technical or not. This is often overlooked. So when clients are looking for a partner that delivers all of their needs, this might play a big role in their choice. So that's where I come in, I develop plans technical and not so technical to help progress the adoption of the end-users as well as the clients' IT administrators.

3.2) Creates a better bond

The fact that they go forward with delivering everything the client needs means that they don't need any other suppliers for their technology. This creates a better bond, which will make it so there's more trust and the client will promote Arxus better as well as more often continue their collaboration.

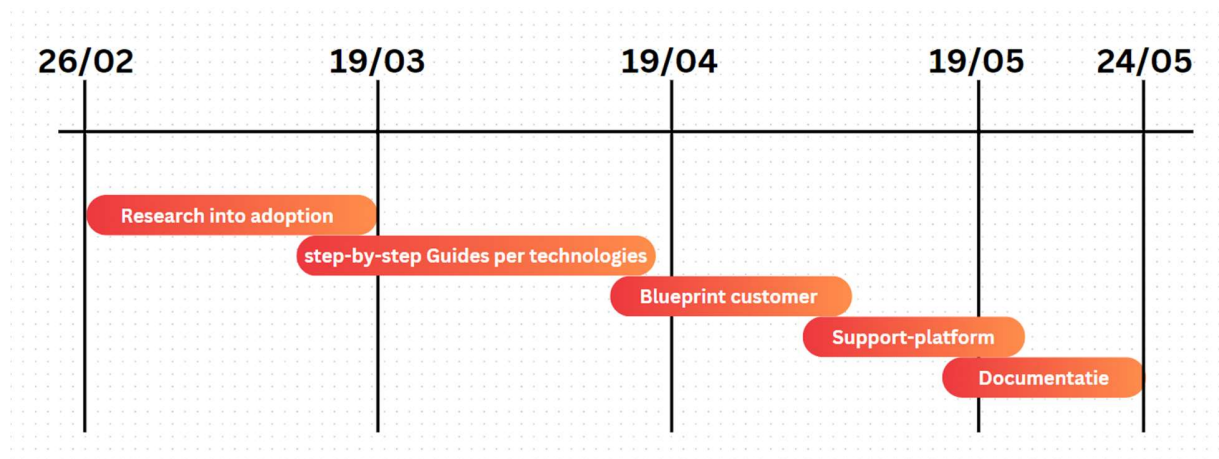
4) When

4.1) Internship duration

My internship is from 28/02/2024 till 24/05/2024. This amounts to 13 weeks which is a lot of time that I can spend learning about the work floor and also the new technologies.

4.2) Planning

In big lines you can see my planning in the image below. I have to say that the steps are often defined into sub steps, these I defined using a Trello dashboard. As well as the fact there's a lot of overlap between the step-by-step guides and the blueprint parts.



5) Where

I am located at the Arxus office during the internship, which is located in Kontich. For the most part I work from here. Every week I also work from home, which is new to me. I like the versatility of the company because when needed I can work from home so I can make certain appointments that I otherwise couldn't.

6) How