* Worked on the task of comparing .csv files and displaying it using batch file
* Designed the batch file in a format that the file gets data from 2 different .csv files compare them and display the difference in an automatically created .txt file
* Gone through basic concepts of SQL like ‘TRY CATCH’, ‘CASE’, ‘TRY CASE’

**KT:**

* Explored regarding the servers of onecom, choice and viya
* Learned about the different types of tickets in service now i.e.,
* Incidents
* changes
* Requests
* Gone through the reporting servers of Onecom, choice and development
* Got information about SQL monitor
* Learned how to resolve the SLOW RUNNING QUERIES
* Checked previous tickets in service now
* Explored the working of servicenow, SQL monitors and reporting servers

**19/12/2020**