Project Plan

Festo Internship

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3CCS01

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PREFACE

This document is created to give a better look at what I did at my internship. The company I did my internship is Festo, There IT department is located in Kaunas, Lithuania. Long story short. I took the plane to Lithuania and lived there for more than 3 months.

I want to give a great thank you to my mentors Karolis Stagiunas and Nerijus Legis for giving me this opportunity and guiding me when I requested help. I also want to thank my companion, Tautvidas, he also worked on this big project.

Despite this project not really fitting in my education I still learned a lot and I had a lot of fun being abroad.

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1 INTRODUCTION

1.1 Festo

Festo is a worldwide leader in automation and one of the biggest players in technical training and education. They divide their business in 2 divisions.

1.1.1 Automation

1.1.1.1 Factory automation

Automation technology is used for joining, rotating, positioning, etc. individual parts in a factory. They are active in a wide range of industries like automotive and food processing to name a few.

1.1.1.2 Process automation

Festo offers their customers a centralised and decentralized automation concept for producing, transporting, handling and disposing of fluid media such as gases, fluids and paste-like materials. They are active in a wide range of industries like biotech, pharmaceutical and cosmetics to name a few

1.1.2 Technical education

1.1.2.1 Learning systems and education concepts

Festo understands that you need well educated people to handle these machines. So they have created their own learning systems. Festo Didactic is used worldwide by companies and universities.

1.1.2.2 Training and consulting

You can't learn from a book alone. You get the opportunity to train and get feedback by a trainer and coach. They offer multiple formats to learn from:

- Open seminars
- Customised seminars
- Skills programmes
- Workshops/business games

Because Festo offers such a wide range of products/education they need a large IT infrastructure. Festo found a possible solution: ServiceNow.

1.2   My position

My internship took place in Kaunas, Lithuania. They host an IT department for Festo. In this office people worked on LvL2 support, the back-end of Festo and made sure everything is secure with a SOC.

I would help with the personalization of an ITSM platform. This platform would be a central location for the company. It will provide:

- A place to report problems (Tickets)
- To look up company information (Knowledge Base)
- A self-service option (Chatbot)

1.3   ServiceNow

ServiceNow is a PaaS & SaaS. It is a useful platform of itself, but you can modify it to your needs. They make some things easier by stuff they provide on their platform.

1.4   Purpose

The purpose of the chatbot is to take some work of the LvL1 support desk. The LvL1 support desk takes care of the customer requests, the employees of Festo.

There are a lot of repetitive/easy problems that get asked to the LvL1 IT support. They are easy to fix but still takes time. Time that is better spend on not so easy to fix problems. That is the way Festo want to implement this chatbot.

We want to make it easier for the customers to help themselves on their problems. If they are unable to fix the problem on their own, they can easily ask support from a professional.

2   OBJECTIVE

We want to make it easier for the customers to help themselves on the problem and if they don't fix it they can create a ticket to get help from a human.

2.1   Criteria

We want to make it as easy as possible for the customer. We don't want to make it possible for them to make a mistake. It needs to be user friendly and not feel forced.

For the customers:

- No mistake possible
- User friendly
- Quick and easy

For the developers:

- Easy to change
- Reuse the same script if possible.

2.2   Projects

2.2.1   Ticket Creation

If the chatbot can't help with the problem, we want to make it possible to create a ticket. This way somebody can help at a later time.

2.2.2   Live agent Takeover

Unfortunately the bot can't help with everything, so we want to make it possible to hand over the project to a Live agent (Human).

2.2.3   Translation

Because Festo is a multinational company there are a lot of people that speak a different language. We want to make it easier for them to speak with somebody that speaks a different language.

Festo bought premium access to the Deepl translator. This gave me access to an URI I could use in an API to translate texts and documents.

3   PLANNING

We had different meetings and kept track of our progress with a scrum board.

3.1   Daily

Every day, when my mentor had time, we would hold a meeting to tell what I would do today, what I finished and if I had any suggestions or questions for this project.

3.2   Sprints

A sprint was 1 week. Once a week we would physically meet at the office to talk about the progress and share our learnings.

3.3   Meetings with bosses

Once every 2 weeks we would share our progress with the bosses. They would give feedback on what had to change and what part to give our priority.