



**Reflection**

**Festo**

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## **PREFACE**

The purpose of this document is to reflect on my internship period at Festo in Lithuania.

The document is split into 2 parts. 1 part is what I have learned on a technical level. The other part looks back at my personal life and how I managed to work and live in a strange country.

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# 1 TECHNICAL REFLECTION

## 1.1 Internship

My internship at Festo is a huge part of my education. Although this doesn't fit 100% in my education, I learned a lot of stuff I will be able to use in a job later.

I learned how the IT support works in an international company. I took part in meetings, I helped take decisions and I took part in a fire evacuation exercise.

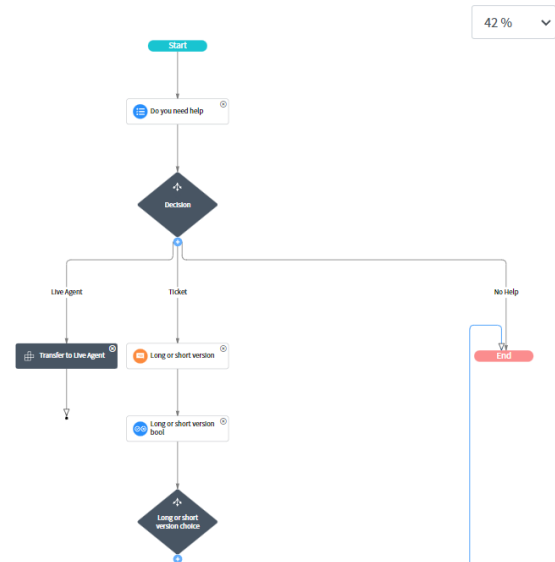
## 1.2 Javascript

ServiceNow is build with Javascript. So to add/change stuff you need to write Javascript. I had a fair share of programming knowledge ,so I didn't think this would be to difficult.

But it was pretty difficult in the beginning. ServiceNow restricted some uses of Javascript ,so you would use their own modules/add-ons. When I accepted this and started looking on how too use their modules, it became easier for me.

## 1.3 Chatbot

I had little to no experience with creating a chatbot. Luckily, I didn't had to create it from scratch. ServiceNow has a visual tool to help create a dynamic response. I had to drag and drop blocks in order to create it.



## 1.4 Agile/scrum

Just like in all the project from college, we worked with the Agile and scrum methods. This was nothing new for me.

## **2 PERSONAL REFLECTION**

### **2.1 Abroad**

My Erasmus in Lithuania has a big impact on my view of other parts of the world. It made me learn a lot about the Baltics. It was the 3 time I went on a plane, and the first time I went alone on a plane.

To not risk anything, I went to a travel agency to ask for advice and to help me plan my trip.

### **2.2 Living alone**

This was the first time I was alone for a long time in a strange environment. This meant I had to learn to take care for myself. I had to shop and cook for myself, I had to wash my own clothes, etc.

It wasn't difficult since I had time to shop for food and knew the basics of cooking. The hardest part was washing my own clothes, but once a friend had shown me how to do it, it wasn't a problem any more.

### **2.3 Language**

Because they don't speak Dutch in Lithuania and I don't speak Lithuanian or Russian, I had to speak English. This wasn't a big problem. Yes, I do make mistakes, but everybody that speaks English could understand me.