# Documentation tool

## Skill Competency

**Skill or Competancy:**

Innovation & Creativity

**SITUATION: The context**

There had been a decline in customer satisfaction with one of our products.

**TASK: the problem or issue**

Their management team was always on the move, and the unstable internet connections were affecting the user experience as the website would not work reliably.

**ACTION: the action you took**

I analysed the situation and persuaded my manager that we should try and build a simplified mobile application with basic dashboards and only a subset of the data the customer needed - and which would update the information after re-connecting to the Internet.

**RESULT: what was the result**

The client was impressed with the simplicity and portability of the new application, as they did not need very detailed reports anyway.

## Skill Competency

**Skill or Competency Name:**

Teamwork

**SITUATION: The context**

We worked on a high-profile project that involved collaboration with several teams in several countries, including the USA, Ireland, the Emirates and India.
All in different time-zones and no face-to-face meetings.

**TASK: the problem or issue**

Communication was starting to become confusing, with multiple emails flying back and forth and important details getting lost in the shuffle.
The project was going to fail due miscommunication.

**ACTION: the action you took**

I met with a number of team members and suggested a change to our communication process that would work better.
I setup a Team Foundation Server on the premises and opened it to stakeholders from outside.

**RESULT: what was the result**

In the end, we could track our work items and outline goals and milestones in visual way using Kanban boards. We stayed on track and completed the project on time. We continued using these tools.