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Capstone I Reflection

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The Capstone I Experience

For the Capstone project, the class was given the option to create an Arkansas movie database. I found this topic particularly uninteresting, and instead found a good topic in a process I developed through my work with Arkansas Project One. In specific, I am focusing on my work creating and evolving an automated process to grant single sign on access to users. This will allow all employees in higher education institutions in Arkansas to clock in and use the Workday application that is being integrated.

I understand the frustrations of being on both ends of a support ticket. The annoyance of testing things and having to wait on support to get basic answers. Along with the role of being the supporter with tickets piling up for the same monotonous task over and over. This situation of having tickets piling up for the same task was one I was faced with as my role of supporting the Project One Workday integrations. Over and over I found myself writing the same blurbs and entering the same patterns of assigning employee IDs. This began to eat into my time and as the institutions grew, so did the increasing inability to manually set up access for the users that need it.

This began a process of researching automation and devoting my time to creating a process to solve this. In order to give myself more time in the future, I will need to put all of my

current time into creating and perfecting this process. As well as futureproofing it for use for time to come.

This project is difficult due to its extreme reliance on one person. This is simply a process to eliminate a task that was my entire job. With time to focus on other work after automating, I will effectively be doing multiple jobs at once. The hours as well, this process took an entire 1400 hour contract to complete. With the amount of work and evolution put in, I am extremely proud of the process. I have watched it grow from a simple powershell script, to a fully functioning production level process, and it does in fact make everyone's lives easier on the support and user side.

I am working on documenting the project a bit more and presenting it in a report format so that others may be able to adopt the process to various institutions. This specific project relies on certain softwares, but the theory can be translated over to many more, which makes it an ideal teaching tool for project evolution processes.