Accomplishments for Week of March 25, 2024

**Published:**

* ServiceDesk Knowledge Base
  + SCTASK#,
* Customer Knowledge Base
  + SCTASK0228434 KB0014228 Reconnect to Always On VPN Zscaler on Windows
  + SCTASK0228434 KB0014229 Connect to Zscaler VPN for Macs

**DRAFTS:**

* SCTASK#, Article Title (Embed Permalink if applicable)
* SCTASK#, Article Title (Embed Permalink if applicable)

**Meetings, Trainings, Misc. Activities:**

* Lead 2 meetings related to document assignment and updates, receiving feedback from COR, CSAs, and technical trainer.
  + Documentation Review Meeting
  + Documentation Working Group
* Meeting Title and Description

**Completed Projects**

**Retired/Deleted/Updated:**

* SCTASK#, Article Title (Embed Permalink if applicable)
* SCTASK#, Article Title (Embed Permalink if applicable)

**Backlog/Open Tasks:**

* SCTASK#, Article Title (Embed Permalink if applicable) and resolution.
* SCTASK#, Article Title (Embed Permalink if applicable) and resolution.

**Kudos**

* (example…..Duane Rogers received a kudo from customer Andrea Anderson for laptop troubleshoot)

**Planned activities for Next Week**

* (example…..Planned ServiceNow training session with Tier 1)