

Danielle Wanke

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Internship Status Report

Overview

I am an intern working within Mr. Cooper's Change Governance Office as a technical writer. The Change Governance Office is responsible for maintaining all internal policies, procedures and standards. My role as a technical writer intern is to update and create new documents, process policy change requests, and maintain process maps in VISIO.

The Change Governance Office recently grew in size as Sarah Pagan (VP) is now over Change of Law, Enterprise Change Management and the Policy Office. Our team now has 14 employees that work together to predict changes in policy, law and procedure. Roxy is our Senior Project Manager and is taking the time to head the internship. Along with Roxy, I also work with Richard, our senior technical writer, and Tracy, our Risk Analyst.

The workplace environment is very supportive and tight knit. The Change Governance team welcomed me and the other interns with an open mind and they never judged our questions. We all have our own cubes but there is almost always someone visiting a team member or fellow employee with questions or praise. Mr. Cooper uses Yammer as a workplace social media tool and Skype to stay connected with coworkers. We have weekly Huddle Meetings during which the SVP addresses the entire organization (Enterprise Risk Management) and updates us on company news and customer compliments. All employees are encouraged to spend time visiting coworkers and mingling for a short period after the Huddle. Our team also has scheduled department meetings on Wednesdays to stay in touch with Sarah and ask for help from other team members. Roxy has also scheduled one on ones to help us gauge our progress and go over any areas for improvement.

What I've Learned

I have successfully learned the following items while working with Mr. Cooper:

HTML

I had to quickly pick up HTML since Archer is not compatible with other word processing tools. All of our documents are formatted with basic HTML and there are specific requirements for tables/charts that have to be formatted with HTML as well. I used Code Academy, W3schools.com and sample documents in our test version of Archer. I was also able to sit with our Senior writer, Richard, to see how he manages documents with HTML errors.

Archer Training

Archer training lasted about 2 weeks. We first worked in UAT which is the Archer testing environment. This allowed me to work on documents that were not going to be published and have Roxy provide feedback. In UAT I set approvers, created change requests, created documents, and updated documents. After the two weeks of training I moved into production Archer and began to work BAU and Urgent documents. I was really nervous about working in production but I worked carefully and Roxy

was always the second approver so she could QC my work. While working documents, I learned how to communicate with SME's, VP's, and my team if I needed help.

Process Maps

Process maps have been my favorite part of the internship so far. I get to work with our Risk Analyst, Tracy, to document procedures and process that are performed by different groups throughout the company. I have completed quality checks on over 100 process maps and I continue to help reaching out for approvals on them so they can be uploaded to Archer. I also help out with our Framework project. This project requires us to take multiple processes and combine them in Archer. I helped create our Mediations process map, which combines 5 procedures and two standards into one larger map. Tracy also allows me to sit in on some of her mapping meetings. Often, teams from all over the company have her come and map out their processes on a white board. This helps the team find opportunities to automate processes and find potential risks. Process maps are a great way to keep track of the different assets that teams have and extend them to other teams who may benefit from their knowledge.

Work Products

I have attached two products to this report. The first is a new procedure that I created which is now published, and the second is a process map that I created for Tracy.

The procedure reflects the process that an Assignment Team member performs when assigning and reviewing requests via email. I took a word document that was written by the SME and modified it to fit the Mr.Cooper style guide. This document is published and used for audit and compliance purposes.

The process map is a final version that is set to be published in Archer at the end of the month. This procedure is a high-level map that looks at the process performed by a Claims Employee to file Basic Claims. This process map is revised and formatted from a BlueWorks map that was created earlier this year. It does not include Procedure numbers and milestones like most maps due to the document being redacted.