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Respected ma'am,

Most humbly, I request to say that this is my third COOP term and I am pleased to continue my winter 2021 work term with Kinaxis. I have been hired as Knowledge Base article author.

The company has started a new project of replacing the service app with service now for incident management. As the IT was burden excessive number of tickets they want to leverage the functionality of creating knowledge base articles for resolving basic issues raised by the employees. I lead the project KBA in Service Now.

I have gained valuable experience that helped me in developing leadership skills, communication skills, Technical skills and interpersonal skills as well.

Sincerely,

Juveriya Zameer



uOttawa

Report Submitted by: Juveriya Zameer

Supervisor name: David Loignon

ABSTRACT

Working at Kinaxis is a great learning experience. I have been given every possible opportunity to learn, grow and contribute the best out of my abilities. I learned how to work in a company environment even during pandemic it never felt like I am distance apart from my team. I worked on Service Now project and lead the creation and translation of knowledge base articles and Procedures. This opportunity helps me to develop both technical and soft skills. I learned Share Point and understand how to manage work place files and make sure that it is accessible to every designated member to the team. With tool like MS Team, I had smooth conversations and meeting with the application owners. It developed my soft skill, for example conveying my ideas to the team in the form of presentation in weekly meetings. I got valuable experience of using Service Now application which is popularly used by many companies also, I gained leadership experience by leading various teams as KBA author and guide them with the procedure to create KBA in the service now.

INTRODUCTION

I have been hired as Knowledge base article author COOP at Kinaxis. Kinaxis manages various applications each application is used by employees at Kinaxis to perform various tasks. My job was dedicated to write technical and non technical articles on how to perform various procedures by using these applications by the technicians. I was fortunate to work with the IT Services team which is a part of Corporate IT team at Kinaxis. David Loignon is the manager of Corporate IT team, who is my supervisor. My responsibilities as KBA author were:

- To look at the IT service catalogue and with the help of your manager decide on the most likely areas of concern.
- Then following a template, I create from current documentation, items you find on the vendors support site and interviews with the team and create a knowledge base article.
- The article will then be approved and eventually be published out to Service Now instance.
- I will go through the current ticketing system and create your own list of potential topics for KBA.
- I took the existing process documentation and update it with the appropriate process template and security categorization standards. May perform other projects as assigned.

I worked as a Knowledge Base Article Author lead, therefore; I got the opportunity to work other teams along with IT Services such as Business Intelligence and Application Excellence. All of these teams come under the umbrella of Corporate IT.

Applications that I Learn to use:

1. MS team
2. Sharepoint
3. Service Now
4. Success Factor
5. MS outlook

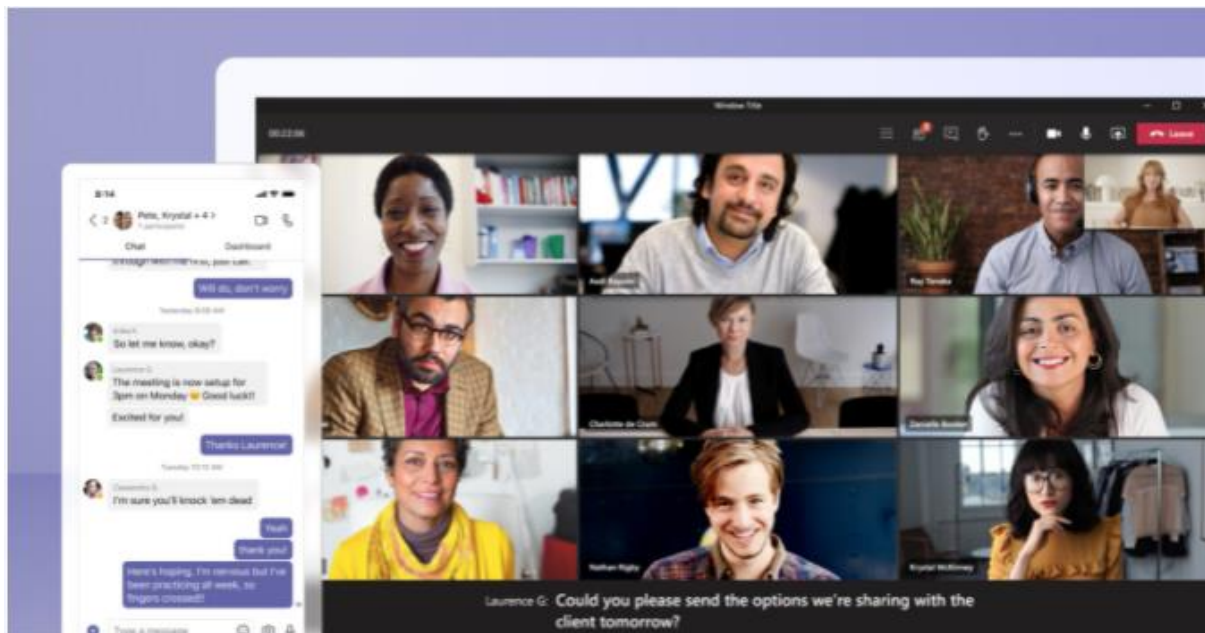
MS Team

According to Wikipedia Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file, storage, and application integration.

I have a 9 to 5 pm work from home job. During these uncertain times this is one of the best application for communicating to your team. Through this software, I learned how to create a

task in a planner, provide a deadline for your task. It helped me in being more organized. It also helped me in having good communication as this is the medium we use to communicate with each other. It helped us in working virtually as it is a quite new concept for us but through the medium, it's really easy to communicate your team.

One of my responsibility as KBA author is to translate the existing procedures in the SharePoint to the Service Now instance. In order to fulfil my responsibility, I have to interact with the application owners and discuss about the articles with them. This application has really helped me in making regular interactions with my team.



It is a lovely working environment at Kinaxis, we celebrated Christmas together by cooking online and exchanges gifts as well. We often have hackathons and quiz; it felt like a family when working as an employee at Kinaxis.



SharePoint

SharePoint is a web-based collaborative platform that integrates with Microsoft Office. Launched in 2001, SharePoint is primarily sold as a document management and storage system, but the product is highly configurable and usage varies substantially among organizations.[Wikipedia]

At Kinaxis we use SharePoint to manage our current and obsolete procedures at a central location.

The format of the document varies from word to pdf or pptx.

IT services, my team is responsible for managing all the technical procedures of the Corporate IT. These documents need to be moved to the Service Now application. Each team in Corporate IT has the procedures relating to the applications they own.

As a KBA author, I was leading the project of creating and Translating the company's existing procedures to Knowledge Base Article in Service Now. My first task was to ask all the heads in Corporate IT to segregate the current and Obsolete procedures they are using for the application. As the application keeps on updating hence, the procedure becomes obsolete with time as new methods are updated. These procedures are documented in the SharePoint only.

I created a common Library called Knowledge Base under Corporate IT web page which can be used by various teams: Business Intelligence, application excellence and IT Services to keep the articles at a common Location. This Library work as a repository to keep all the procedures in the word format later, they are moved to the Service Now as a web page article. The SharePoint Library has three folders:

1. Approved KBA
2. KBA to be reviewed
3. All KBA repository

1. KBA to be reviewed:

All the procedures are written in word format which approved by the application owners before uploading them to the Service Now environment. Initially, I was responsible to translate the existing procedures into Knowledge Base Article format which needs to follow certain guideline:

1. The Font Size of the word document should be 10 and Arial as this is the default font and size in the Service Now instance.
2. Each Knowledge Base article must have an “Overview” of the article and steps to be followed following to the Overview.
3. Under steps to be followed, all the steps must be documented in the bullet points.
4. The Headings should be black-bold and the sub- headings should be in red colour.
5. When the procedure is completed, it should be written at the end of the end of the article that “Procedure Completed”

Once the procedure is translated in the requested format then I upload it in the KBA to be reviewed folder. Once it is uploaded, SharePoint provides you an option to notify your team member by sharing the document with him/her. I notify the member in the Corporate IT who needs to review it, usually the review of the procedures is assigned to the application owners. Another medium that I used to communicate about the reviewed article is MS Team’s Chat option. It really helped me to get faster replies relatively to SharePoint.

2. Approved KBA:

Ashwani Arya is the application owner of service Now and I worked with him to create a template which should be used by the application owners while creating any Knowledge Base article on their own. The template requests for the information such as,

1. Author name: The person composed the article.
2. Category: There are various categories that need to be defined while uploading the article in the Service Now. The article could belong to any Category such as Application, Hardware, Tools and Service.
3. Title: The theme of the article for example, **How to book a desktop using Condeco application?**
4. Source Type: It could be either HTML or Wiki, if the article has plaintext, screen shots and web links it falls under the type of HTML else it is Wiki.

5. Once the document satisfies the template requirement and the content is reviewed by the application owners then they notify me through email or MS Teams chat that it is ready to be uploaded.

2. Approved KBA

Once the document satisfies the template requirement and the content is reviewed by the application owners then they notify me through email or MS Teams chat that it is ready to be uploaded. Under the approved KBA folder I created a Share Point List with columns like KBA to be reviewed, author name, approved, Moved to Service now.

- KBA to be reviewed is the URL of the word document.
- Author name defines the name of the author who passed the document to be published as Knowledge Base Article in the Service Now environment.
- Approved column has two options YES and NO, if the article content is correct then the author marks the approved column as YES else NO. If there is NO then the app owners must comment the reason for denial of the article.
- Moved to the Service Now column define that the document is moved to the Service Now environment. If it is moved then it should be marked as Yes else No. I am responsible for moving the documents to the Service Now environment and update the moved to SN column as YES. The default value is NO.

3. All Knowledge base article:

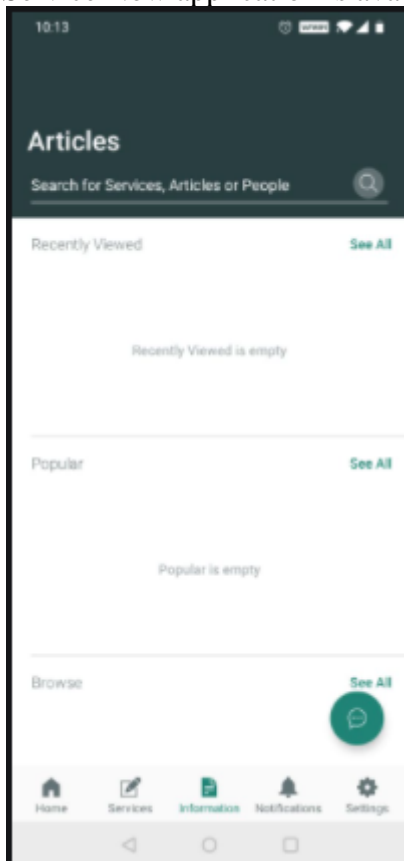
As the name suggests it keep the record of all the articles uploaded to the service now.

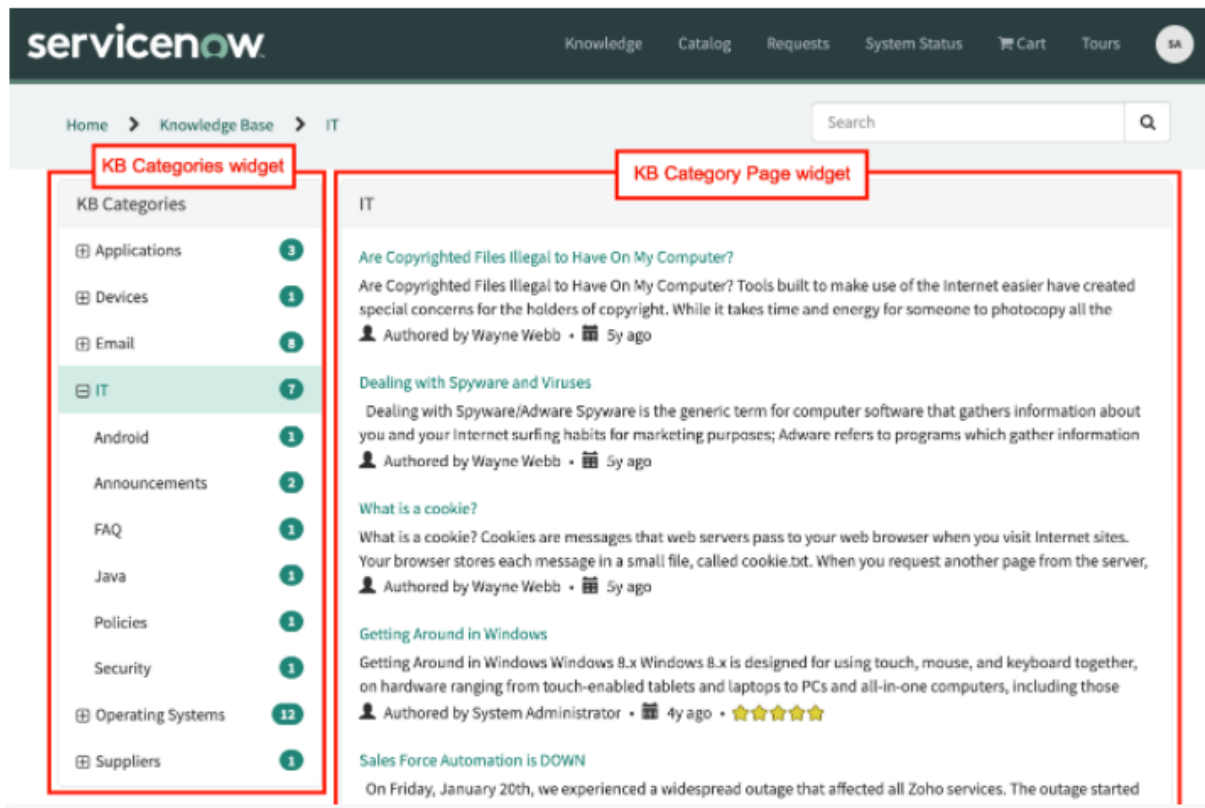
Service Now

Service Now is the replacement software application for service desk which is assists customers with incident resolution or **service** request management, it creates and manages departmental knowledge, it offers self-**service** for customers who want to resolve incidents quickly and independently, and it provides metrics on the team and the **tool's** effectiveness. [1] However; **ServiceNow** is a cloud-based software platform for IT Service Management (ITSM) which helps to automate IT Business Management. It is designed based on ITIL guidelines to provide service-orientation for tasks, activities, and processes [2].

Kinaxis has partnered with SUMO company as a third party to develop the service Now application. The project is managed by Ashwani Arya. Under Service Now there is an opportunity to create a knowledge base of articles which consists of commonly asked questions from the employee. Earlier with Service Desk, for every task employees created incidents/ service request which eventually increases the number of the tickets. In order to release the burden created by the least priority tickets, Knowledge base is used.

Service Now application is available in desktop as well as Mobile version





4. MS Outlook and Success Factor

SuccessFactors is a SAP product suite to provide cloud-based solution to manage various HR functions such as business alignment, people performance, recruitment, and learning activities for all sizes of organizations[3]. Later in March I got the opportunity to work with the HR team at Kinaxis. I have been assigned the task of checking the distribution list from the MS outlook of all the employees in Japan,US, India, Seoul and Canada with the employee record in Success Factor.

- Firstly, I asked for the employee record list across various countries from the HR team.
- I created a distribution list for the employees in every country using MS Outlook.
- I used excel sheet and created columns such as Outlook distribution List, success factor list, name of the employees etc.
- I used VLOOKUP formula which checks that the email address of the employee in Outlook is present in the success factor list provided by the HR team.
- The formula helps us in identifying the name of the employee which are not updated

in the success factor or the employees that have left the Job but are present in the employee directory.

CONCLUSION

To sum up, it is a great learning experience to work at kinaxis. One can learn a lot from the great team of managers. Equal opportunities are given to coop to contribute with their abilities towards the success of the company.

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