

To whom it may concern,

Justin Johnson was an Intern in the IT department at Ecumen in Shoreview, Minnesota, for February through May of 2019.

Justin was responsible for the development of a technical solution and training materials for our Site Flooring Request project. For the project, Justin learned to create web forms, process flow diagrams, notification, and automation using Smart Sheets. He also provided detailed instructions regarding the key features of the solution for end users and administrators.

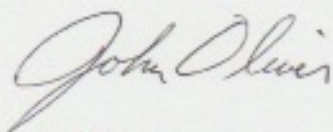
Justin utilized the Business Process Mapping tool Blueworks Live to work with stakeholders to identify each step of the Flooring Request process from start to finish. He worked well with the project sponsor and owner to define requirements, agree on key actions, incorporate automation, and support high adoption.

Justin also researched various technologies to include in Ecumen's Experience Center. Justin designed a process to identify decision points that need to be defined to successfully implement each of the technologies to enhance the quality of life for seniors in our communities.

In addition, Justin learned project management for a new Security Authorization process. Hiring managers will no longer be required to complete a form for new team members to obtain technology access. Instead, with a new hire, the request for access will be automatically sent to IT based on the role of the individual. Justin supported the development of this new system which will save managers and IT time and will provide visibility regarding the timing of adding new hires and the systems individuals have access to.

Justin had the opportunity to shadow several IT employees on crucial functions they perform. He also interacted with members of the Business Development Team. Justin was a welcome addition to the IT department the spring of 2019, and I much appreciated the excellent work that he did on the flooring request automation, new security authorization process and the creation of reports and dashboards using Smart Sheets. Justin interacted well with other employees and supervisors within and outside of the IT department.

I would highly recommend Justin for a full-time IT related position when he finishes his schooling. I am confident that he can be of great value in a technology related position. I am grateful for the many ways Justin assisted me with his assigned responsibilities the spring of 2019 and am assured that he has a great future ahead of him.



John Oliver

Sr. Director of Business Solutions

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