



# Kendra Johng

## Technical Writing Portfolio

**Last Updated:** March 2023

### Introduction:

Hi! I'm Kendra (Dadisman) Johng, a creative and experienced technical writer, dedicated to developing fundamental policies and procedures for clients of various industries such as technology, manufacturing, safety, pharmaceutical, health insurance, medical devices, digital marketing, etc.

Currently, I am a consultant to the U.S. Environmental Protection Agency (EPA) with Systalex Corporation, supporting various drinking water applications. When managing project deliverables and tracking project metrics, I focus on continuous process improvement, compliance with internal/external standards and regulations, and effectively identifying and mitigating risks. Communicating and collaborating with clients, project managers, product owners, Subject Matter Experts (SMEs), database analysts, cloud architects, developers, and testers is imperative when creating quality documentation throughout the entire development life cycle.

Please refer to my LinkedIn profile for a more comprehensive list of responsibilities regarding my professional experience. When I'm not staring intensely at three monitors to collaborate with teams or review and edit documents, you'll find me outside skateboarding, or drawing with my iPad at a coffee shop. I look forward to working with you!

**Professional Experience:** 6+ years

**Education:** University of Arizona |  
Bachelor's Degree in Public Health

### LinkedIn:

[www.linkedin.com/in/kendra-johng/](https://www.linkedin.com/in/kendra-johng/)

**Email:** [kendrajohng@gmail.com](mailto:kendrajohng@gmail.com)

### Certifications:

- DHS Trusted Tester | Department of Homeland Security OAST | ID: TT-2302-03961 | 2023
- Authoring Accessible Documents Certification | Office of Accessible Systems & Technology (OAST) | 2022
  - Microsoft Office Word Documents, Microsoft Excel Documents, Microsoft Office PowerPoint Documents, PDF Documents
- Six Sigma Green Belt | Villanova | 2021
- Associate Safety Professional | BCSP | ID: ASP-32138 | 2020 – 2023
  - Certification expired; I elected to stop paying the annual ASP certification renewal fee since I am no longer working in the field of Environmental Health and Safety

# Project Management in SharePoint

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## Revision History

Revision and Date	Author	Description of Changes	Justification of Changes
1.0 [MM/DD/YYYY]	Kendra Johng	New document	Created new SOP to document the Project Management in SharePoint process

## Section A. Objective

The purpose of this SOP is to provide a method to assist Project Managers in creating, maintaining, and archiving project folders within SharePoint. This document also establishes the limit to the number of team members per project and instructs Project Managers to use the new Change Request Form (PM-FRM-001) for all project creation, changes, and archiving.

## Section B. Scope

This SOP applies to Project Managers creating projects in SharePoint and adding users to the projects.

## Section C. Responsibilities

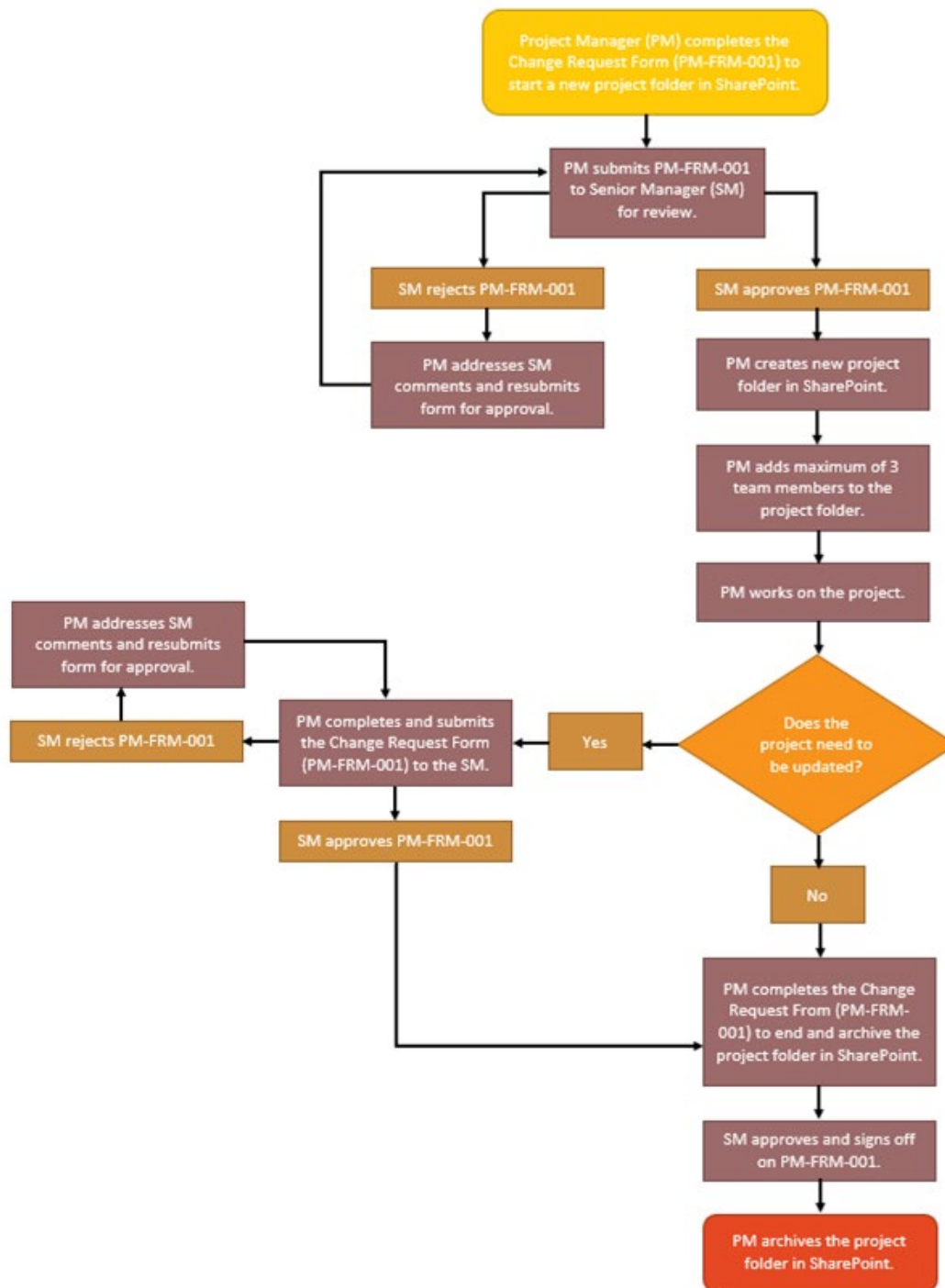
The purpose of this section is to outline the responsibilities for each role in the process.

Role	Responsibility
<b>Project Manager (PM)</b>	<ul style="list-style-type: none"><li>• Complete the proper Change Request form (PM-FRM-001) for creating, changing, and archiving project folders in SharePoint.</li><li>• Limited to one (1) project folder).</li><li>• Add a maximum of three (3) team members to a single project folder.</li></ul>
<b>Senior Manager (SM)</b>	<ul style="list-style-type: none"><li>• Review and approve/reject Change Request Forms sent by the Project Manager.</li></ul>

## Section D. Procedure


### Part I. Project Management Flowchart

Review the flowchart below for the high-level overview of the Project Management process.



## Part 2. Creating Project Folders and Documents

Follow the steps below for creating a new project folder within SharePoint, as well as assigning the proper number of team members to the project (maximum of three members due to license restrictions).

#	Step	Action						
1	Complete change request form for a new Project Folder	PM completes the “New Project Folder” section of the Change Request Form (PM-FRM-001). <ul style="list-style-type: none"><li>Email the form to the Senior Manager for review and approval.</li></ul>						
2	Senior Manager reviews the form	<div>The Senior Manager reviews the form.<table><tr><th>If...</th><th>Then...</th></tr><tr><td>The Senior Manager approves the form</td><td>The PM is OK to create the new project folder in SharePoint.</td></tr><tr><td>The Senior Manager rejects the form</td><td>Review comments and re-submit for approval.</td></tr></table></div>	If...	Then...	The Senior Manager approves the form	The PM is OK to create the new project folder in SharePoint.	The Senior Manager rejects the form	Review comments and re-submit for approval.
If...	Then...							
The Senior Manager approves the form	The PM is OK to create the new project folder in SharePoint.							
The Senior Manager rejects the form	Review comments and re-submit for approval.							
3	PM creates the project folder	<div>Navigate to the SharePoint website and create a new project folder.<ul style="list-style-type: none"><li>Name the project folder according to the following naming convention: [Project Name]_[PM Name]_[Project Start Date (MMDDYY)]</li></ul></div> <div></div> <div>Figure 1 - Placeholder image</div>						
4	Add members to the project	<div>PM adds a maximum of three (3) team members to the project folder in SharePoint.<ul style="list-style-type: none"><li>Team members should include: 1 Project Manager, 1 Business Analyst, and 1 Technical Writer</li></ul></div> <div><b>NOTE:</b><ul style="list-style-type: none"><li>If more than 3 team members are needed, complete the “Project Change Request” part of the Change Request Form (PM-FRM-001), and notify the Senior Manager.</li><li>If more members are added, the project will be billed for the extra SharePoint licenses.</li></ul></div> <div>Refer to Section E. Billing Process for additional instructions.</div>						
5	<div>For all changes to the project, complete the “Project Change Request” section of the Change Request Form (PM-FRM-001) and send it to the Senior Manager for review.<ul style="list-style-type: none"><li>Proceed to <b>Part 3. Archiving Project Folders and Documents</b> for the steps to complete the project.</li></ul></div>							

### Part 3. Archiving Project Folders and Documents

- Once a project is complete (to meet the end date outlined in the form), the project owners/users (Project Manager and approved project members) that have access, should submit a change request to archive the project folder (subject to change depending on project type).
- If the archive request is not submitted and project due date is completed, the Senior Manager will archive the folder on PM's behalf and notify them accordingly.
- PMs can receive a copy of all project materials at any given point (during the project and after closure/archiving) by emailing the IT Service desk.

Follow the steps below for completing and archiving a project folder in SharePoint.

#	Step	Action						
1	Senior Manager receives notification 60 days after project completion	Senior Manager receives an automated email from SharePoint notifying them that the 60 days have elapsed since the project ended. <ul style="list-style-type: none"><li>• Senior Manager will notify the Project Manager that they will only have 5 more days to access the folder before it must be archived.</li></ul>						
2	PM submits the last part of the Change Request Form	PM completes and submits the “Archiving the Project Folder” section of the Change Request Form.						
3	Email the form to Senior Manager	Email the form to Senior Manager for approval.						
		<table><tr><th>If...</th><th>Then...</th></tr><tr><td>The Senior Manager approves the form</td><td>The PM is OK to archive the project folder in SharePoint.</td></tr><tr><td>The Senior Manager rejects the form</td><td>Review comments and re-submit for approval.</td></tr></table>	If...	Then...	The Senior Manager approves the form	The PM is OK to archive the project folder in SharePoint.	The Senior Manager rejects the form	Review comments and re-submit for approval.
		If...	Then...					
The Senior Manager approves the form	The PM is OK to archive the project folder in SharePoint.							
The Senior Manager rejects the form	Review comments and re-submit for approval.							
4	Contact IT to access archived folders	Once the folder has be archived, PM must notify the Senior Manager and contact IT to retrieve any files from the project folder in the future.						

### Section E. Billing Process

- If more members are added, the project will be billed for the extra SharePoint licenses.
- Team members should include: 1 Project Manager, 1 Business Analyst, and 1 Technical Writer
- If more than 3 team members are needed, complete the "Project Change Request" part of the Change Request Form (PM-FRM-001), and notify the Senior Manager.

### Section F. Reference Documents

Document Number	Document Name
PM-FRM-001	Change Request Form

## Appendix I. Change Request Form (PM-FRM-001)

<b>Change Request Form</b>			
<input type="checkbox"/> New Project <input type="checkbox"/> Archive <input type="checkbox"/> Collect Contact Info			
<b>Creating a New Project Folder in SharePoint</b>			
<b>Project Start Date</b>		<b>Project Manager</b>	
<b>Project End Date</b>		<b>Project Folder Name</b>	[Project Name]_[Project Manager]_[Start Date (MMDDYY)]
Additional Team Members <b>(NOTE:</b> Maximum of three members can be added to the Project Folder in SharePoint. Notify the Senior Manager if additional team members need to be added. If additional team members are added to the Project Folder, that project will be billed appropriately.)			
<b>Name and Contact Info</b>		<b>Job Title</b>	
<b>Name and Contact Info</b>		<b>Job Title</b>	
<b>Name and Contact Info</b>		<b>Job Title</b>	
<b>Senior Manager Approval</b>			
<input type="checkbox"/> Approved <input type="checkbox"/> Rejected	<b>Comments</b>		
<b>Project Change Request</b>			
This section MUST be filled out if changes need to be made to one of the following: Project Name Change, Project Date Extension, OR adding a new member to the team.			
<b>Request Date</b>		<b>Reason for Request</b>	<input type="checkbox"/> Change Project Name <input type="checkbox"/> Project Date Extension <input type="checkbox"/> Add new member
<b>Additional Comments</b>			
<b>Senior Manager Approval</b>		<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected
<b>Archiving the Project Folder</b>			
<b>Project End Date</b>		<b>Senior Manager Signature</b>	
<b>Archive Date</b>		<b>Project Manager Signature</b>	
<b>Additional Comments</b>			