# Moveworks Knowledge Gap Analysis - Definition of Done Report

## Summary

Analysis of 171 unresolved Moveworks interactions over 5 days shows **big gaps in what Moveworks can help with** and **people using it for more than just asking questions**. Key findings include a 162% spike in knowledge gaps on August 1st when software got blocked, missing basic company information, and users expecting Moveworks to do actual tasks for them.

**Critical Discovery:** Users are trying to get Moveworks to do dynamic tasks (make org charts, look up JIRA tickets, process files) showing that people expect it to do tasks, not just give answers.

## List of Findings

### 1. Topics/Themes Not Yet Supported

#### **Software Problems and Access Issues**

* Postman software access and restrictions (6+ queries August 1)
* Tracking software approval status and finding alternatives
* Getting notified when software gets blocked or restricted

#### **Contractor and Employment Type Policies**

**Evidence from data:**

* "what is the contractor policy on finra training"
* "What is the in office requirements for local plus employees"
* "what is local plus?"
* "what is i am a contractor"
* "How do I put in a contractor extension in Flextrack?"

#### **Operations Center Information**

**Asked across multiple days:**

* "How do I contact the Operations Center?" (July 29, 31)
* "Where is the Operations Center located?" (July 30 - asked twice)
* "What is the OC?" (July 30)

#### **Setting Up Development Tools**

**Evidence from data:**

* "I need to install WSL2 DNS Agent - but I do not see in company portal"
* "do you know what our sonarqube url is"
* "Can I run a Jupyter Notebook?"
* "I am unable to install FIGMA. It is asking for Admin rights"

#### **Computer and Equipment Info**

**Evidence from data:**

* "How much memory RAM does 13" come with vs 16" Pro?"
* "When will I be getting the new laptop?"
* "how often to we refresh our laptops"
* "does finra provide monitors for home office use?"

#### **Password and Admin Help**

**Evidence from data:**

* "How do I reset my administrator password?"
* "I need to change my administrator password on my PC"
* "i need a local admin privilege"

#### **Employee Benefits and HR Stuff**

**Evidence from data:**

* "How do I see all the resources available for VBO participants?"
* "Can you please provide a link to the tuition reimbursement form?"
* "How is overtime calculated?"
* "When is my next pay date?"

### 2. How People Use Moveworks: Simple Questions vs Wanting It to Do Tasks

#### **Simple Q&A Usage (Normal)**

**Examples of what works well:**

* "what can you help with"
* "what can you do"
* Basic policy and procedure questions

#### **Advanced Usage (What People Want But Can't Get)**

**Requests to Process Files:**

* "If I provide you an excel file with names and managers, can you draw an org chart?"
* "If i give you a user id, can you give me the name of the person?"

**Requests to Connect to Other Systems:**

* "Can you look a a JIRA ticket?"
* "FINRASM-4618" (trying to get specific ticket information)

**Wanting Moveworks to Do Tasks:**

* "Can you assit me with a PTO request"
* "can moveworks be the platform to communicate with extrenal users"

**Asking for Advice:**

* "Please give me some suggestions for what Moveworks can do for this use group"
* AI integration recommendations for TeamConnect and Imanage platforms

**Live Information Requests:**

* "what is my meeting schedulre for tomorrow"
* Calendar integration expectations

#### **What This Means**

**Finding:** About 30% of failed interactions are people trying to get Moveworks to do advanced tasks, showing users expect:

1. Processing files they upload
2. Getting live data from other systems
3. Connecting different systems together
4. Doing work tasks automatically
5. Getting advice and recommendations

**Bottom Line:** Moveworks works so well for basic questions that people now expect it to do all kinds of work tasks automatically.

## Specific Knowledge Suggestions

### **Fix These Knowledge Gaps First**

1. **Software Problem Communications**
   1. Tell people immediately when software gets blocked
   2. Suggest alternative tools when something doesn't work
   3. Help people recover their data from blocked apps
2. **Operations Center Complete Information**
   1. Contact methods, location, hours of operation
   2. What services they provide and how to escalate issues
   3. Explain what acronyms mean (OC = Operations Center)
3. **Contractor and Local Plus Employment Policies**
   1. Training requirements and what contractors need to do
   2. Office requirements for different employee types
   3. How to use Flextrack for contractor stuff
4. **Development Tools Help Database**
   1. Step-by-step guides for installing WSL and other tools
   2. URLs and access info for internal tools (SonarQube, etc.)
   3. How software approval works and tracking status
5. **Computer and Equipment Information**
   1. Complete specs database for all devices
   2. When laptops get refreshed and how to request them
   3. What equipment FINRA provides for home offices

## Items of Interest

### **Software Problems Create Big Spikes**

When Postman got blocked on August 1st, knowledge gaps jumped 162% in one day. This shows that when IT changes something, we need to tell Moveworks first or users get confused.

### **Users Want More Than Just Answers**

People started asking simple questions, but now they want Moveworks to do actual tasks for them (like making org charts). Users expect more because the platform works well, but we haven't built those features yet.

### **Missing Basic Company Info**

Users keep asking "How do I contact the Operations Center?" across multiple days. This means we're missing simple company information that should be easy to find.

### **Engineering Uses It Most**

Engineering department asks the most questions every day (50+ interactions). They ask harder technical questions that show what Moveworks can't do yet.

### **Same Questions Keep Getting Asked**

People ask identical questions on different days (Operations Center info, contractor policies). This means we haven't fixed these knowledge gaps and people stay confused.

*Analysis based on actual user questions from July 28 - August 1, 2025. All findings come directly from what users asked.*