# Moveworks Knowledge Gap Analysis - Week 2 Report

**Analysis Period:** August 4-8, 2025

**Total Knowledge Gaps:** 148 unresolved interactions

**Analyst:** Fabricio

**Report Date:** August 12, 2025

## Summary

Analysis of 148 unresolved Moveworks interactions from August 4-8 shows **new types of knowledge gaps** appearing including GitLab development workflows, office equipment problems, and company strategy questions. While total gaps decreased compared to the previous week, users are asking more complex questions about **development tools**, **training platforms**, and **organizational information**.

**Key Finding:** People are asking about more advanced topics like development workflows, company strategy, and internal processes that Moveworks doesn't know about yet.

## List of Findings

### 1. What Moveworks Can't Help With (New Topics)

#### **Development Workflow Questions**

**Evidence from data:**

* "what is GitLab's Separation of Duties?"
* "How is Separation of Duties performed for GitLab?"
* "How to onboard maven projects to gitlab at finra"
* "need hep with a jenkins pipeline"
* "best practices with CDP?"

#### **Training Platform Problems**

**Evidence from data:**

* "A Sabacloud training I need to complete has a broken button that prevents me from moving forward"
* "Can you give me the link to order lunch"
* "Is there's any tool for the speech to text generation?"

#### **Office Equipment and Desk Problems**

**Evidence from data:**

* "One of the monitors from the 4E/A10 does not work anymore"
* "I am in the Woodbridge NJ office. My monitor stand on the desk needs to be adjusted"
* "The mouse does not work in office 2B/2181"
* "My desktop files saved in a folder called Desktop 7-25 can longer be opened after I received my new laptop"

#### **Personal Phone and BYOD Issues**

**Evidence from data:**

* "Earlier my BYOD request was approved however I was occupied and didn't activate. The code shared in the activation email has expired"
* "i need to uninstall the UEM client from my personal cell however it is asking for an administrator code"

#### **TeamConnect Application Help**

**Evidence from data:**

* "We use TeamConnect. Are you able to answer questions about it?"
* "I've noticed that in Microsoft Word, there's now some kind of connectivity to TeamConnect that pops up on the right side"

#### **Company Strategy and Organization Info**

**Evidence from data:**

* "who is on FINRA's management committee?"
* "what are FINRA strategies"
* "what are FINRA 2025 strategic goals"
* "what does MC stand for at FINRA"

#### **Advanced Technical Problems**

**Evidence from data:**

* "Docker desktop is not working"
* "Not able to install Bruno on windows"
* "I need to change my hosts file"
* "Getting socket exception connecting to PROD Database"

#### **Internal Support Process Questions**

**Evidence from data:**

* "who should i contact for critical and high severity matters after hours"
* "i work on help desk and need to know who i should contact for help after hours"
* "What are the severity definitions?"

#### **Continuing Problems from Previous Week**

**Evidence from data:**

* "How do I contact the OC?" (August 5, 7)
* "Can you please confirm if Friday is confirmed for postman access?" (August 5)

### 2. How People Use Moveworks: Simple Questions vs Advanced Tasks

#### **Simple Q&A Usage (What Works)**

* Basic "how to" questions
* Simple policy lookups
* General information requests

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

**Development Workflow Help:**

* "How to onboard maven projects to gitlab at finra"
* "need hep with a jenkins pipeline"

**Company Information Requests:**

* "who is on FINRA's management committee?"
* "what are FINRA 2025 strategic goals"

**Technical Troubleshooting:**

* "Docker desktop is not working"
* "Getting socket exception connecting to PROD Database"

**Training Support:**

* "A Sabacloud training I need to complete has a broken button"

#### **What This Means**

People expect Moveworks to help with:

1. Development workflow guidance
2. Company strategy and organizational information
3. Advanced technical troubleshooting
4. Training platform support
5. Office equipment problems

**Bottom Line:** Users think Moveworks should know about internal development processes, company strategy, and be able to help with complex technical problems.

## Specific Knowledge Suggestions

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

1. **Development Workflow Documentation**
   1. GitLab separation of duties procedures
   2. Maven project onboarding to GitLab
   3. Jenkins pipeline help and troubleshooting
   4. CDP (Continuous Delivery Pipeline) best practices
2. **Office Equipment Support Information**
   1. How to report broken monitors and equipment by office location
   2. Who to contact for desk setup and equipment adjustments
   3. Mouse, monitor, and desk equipment request procedures
3. **Company Strategy and Organization Information**
   1. Management committee member list
   2. FINRA strategic goals and initiatives
   3. Acronym definitions (MC = Management Committee, etc.)
   4. Organizational structure information
4. **BYOD and Personal Device Management**
   1. BYOD activation code renewal procedures
   2. UEM client removal instructions
   3. Personal device management policies
5. **TeamConnect Application Support**
   1. Basic TeamConnect help and resources
   2. How to manage TeamConnect integrations in other apps
   3. TeamConnect contact information
6. **Internal Support Process Information**
   1. After-hours support contact information
   2. Severity level definitions and escalation procedures
   3. Internal helpdesk resource directory

## Items of Interest

### **More Complex Questions**

People are asking harder questions about development workflows, company strategy, and advanced technical problems that require specialized knowledge.

### **Office Equipment Problems Increasing**

Multiple requests for help with broken monitors, mice, and desk equipment across different office locations.

### **Internal Process Confusion**

Even helpdesk staff are asking basic questions about who to contact and what severity levels mean, showing internal knowledge gaps.

### **Postman Issues Still Lingering**

People still asking follow-up questions about Postman access from the previous week's software blocking incident.

### **Training Platform Technical Problems**

Users can't complete required training because of broken buttons and technical issues in training systems.

**Weekly Summary:**

* **148 total knowledge gaps** over 5 days
* **29.6 average gaps per day**
* **8 new categories** of knowledge gaps identified
* **Development and strategy questions** are new emerging themes

*Analysis based on actual user questions from August 4-8, 2025. All findings come directly from what users asked.*