

# CSS 497 Abstract Form

# Name: Ali Al-Azadi

**Faculty Advisor:**  Annuska Zolyomi

**Quarter/Year:** Summer 2023

**Title**: Data Analyst Intern at Lumen Technologies

The abstract should be limited to 200‐400 words describing the nature of the project and the results obtained. The abstract is due prior to submission of your final report to your faculty advisor.

Lumen Technologies, formerly known as CenturyLink, is a telecommunications and technology company that provides a range of services to businesses, government organizations, and consumers. Lumen offers solutions in areas such as network connectivity, cloud services, cybersecurity, data center services, and communication technologies. The internship encompassed active involvement in one main project within the Identity Access Management (IDM) team. My main project was to create an IDM work dashboard, designed to comprehensively monitor individual team members' activities. After researching different tools to create the dashboard I came across Microsoft PowerApp. PowerApps is a Microsoft platform that allows individuals and businesses to create custom applications without the need for extensive coding or development skills. It enables users to design and build apps that connect to various data sources, such as databases, cloud services, and online platforms, to streamline processes and improve productivity. The reason why I chose PowerApps is because it was part of the Microsoft ecosystems which allowed me to easily connect it to Microsoft Teams chat, which is what the team used to communicate. This dashboard eventually played a pivotal role in identifying workload trends and generating informative reports for upper management, highlighting crucial aspects of the team's tasks.

Although PowerApps allows you to create apps without extensive programming, I had to develop a feature that required me to use HTML programming. The feature was to schedule a flow that sends a report to the team lead every day that illustrates what team members worked on what task. The process of learning how to use PowerApps and launching the beta version of the dashboard occupied the first half of my time at Lumen. The second half of my internship consisted of presenting the IDM work dashboard to the team and improving its features based on feedback from the team. Collecting feedback was mainly conducted through meetings. One of the main improvements that happened through this process was the enhancement of the feature that was used by team members to log in what task they were working on.

Overall, the results of the internship were multifaceted and impactful. The IDM work dashboard provided a centralized monitoring mechanism, facilitating the identification of workload trends and generating informative reports for upper management. The successful launch and publication of the add-on in the team's chats showcased my dedication to the project. Despite facing challenges with learning how to efficiently use PowerApps, the proactive approach to debugging and updating the app contributed to improved performance.

The significance of the internship lies in the valuable contributions made to the IDM team's efficiency and effectiveness. The developed dashboard and add-on introduced streamlined monitoring and communication, optimizing decision-making processes and resource allocation. The incorporation of feedback exemplified a proactive problem-solving approach, enhancing the overall functionality and productivity of the team's tasks.

In conclusion, the internship involved meaningful endeavors in developing the IDM work dashboard, and actively engaging with team members to improve app functionality. The results showcased my commitment to excellence, highlighting the project's significance in enhancing team efficiency and communication throughout the internship while showcasing my skills in development, design, and project management.

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Student Name: Ali Al-Azadi Signature: A signature of a person

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Faculty Advisor: Annuska Zolyomi Signature:



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