Placement 1 Hublet Oy

Learning Assignment

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Laurea University of Applied Sciences   **Abstract**

Project report

Placement 1 Hublet Oy

Year	2025	Pages	x

ChatGPT has been utilized in this report to refine the language and enhance the text.

This report summarizes my practical placement at Hublet Oy, a Finnish company providing digital self-service solutions to libraries and healthcare providers. During the placement, I worked in an IT support and content development role. I applied technical and customer service knowledge from my studies, particularly in system administration and digital services. The placement helped strengthen my problem-solving skills, introduced me to enterprise-level device management (EMM), and gave insight into SaaS documentation processes. I also proposed improvements to onboarding and internal documentation, some of which were positively received by the team. This report covers my responsibilities, the competencies I developed, and reflections on future improvements.

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1   Organization / Company Description

Hublet Oy is a Finnish technology company that provides self-service tablet solutions for libraries, hospitals, and educational institutions. Their main product, the Hublet tablet and the Hublet Manager system, enables secure, managed access to digital content. Hublet supports equal access to information through a user-friendly digital platform, offering both hardware and cloud-based software solutions to public sector customers in Finland and worldwide. Looking ahead, Hublet plans to shift its focus primarily toward Software-as-a-Service (SaaS) offerings, moving away from its current combined hardware-and-software approach to concentrate more fully on cloud-based solutions.

2   Job Description

During my placement, I worked as a Hublet Security Expert -Trainee. My responsibilities included:

- Assisting internal teams with support requests for the needs of the customers
- Testing features in the Hublet Manager platform
- Reporting bugs and inconsistencies
- Improving English support materials and user documentation
- Suggesting improvements to the knowledge base structure and help articles
- Utilizing Jira, Confluence, Atlassian-based products to file documentation

3   My Professional Development

In what way were you able to draw on your studies in the work?

I applied a lot of core skills that I have gained from my current Business Information Technology and prior studies throughout the placement. My knowledge of system administration and networking helped me to be able to understand how the Hublet environment integrates with the client organizations' IT infrastructure. Cybersecurity courses deepened my awareness of secure data handling, access permissions, and the importance of controlled remote access. I also got to utilize my prior experience in customer service and documentation, applying it to communicate clearly with both technical and non-technical stakeholders.

My background in using agile project management helped me recognize the role of product feedback loops, sprint cycles, and feature planning in shaping release timelines. Seeing quality assurance integrated into the software development lifecycle (SDLC) in practice gave me a much clearer understanding of how testing influences product stability. Even my limited

academic exposure to APIs and RESTful systems proved useful, enabling me to ask more targeted, technical questions when reviewing or clarifying user-facing documentation.

In addition, to my understanding of service design, especially in the principles of accessibility and usability, was directly applicable when testing UI updates and evaluating whether the available documentation was easy to follow for non-technical users. This has reinforced the importance of the need to use inclusive design thinking, a concept which I first explored during my external learning of user experience studies.

How would you develop the content and methods of your work?

I would create a more structured onboarding guide for new interns that includes links to relevant documentation, weekly learning goals, and instructions for accessing the necessary tools. This would help reduce initial confusion and allow new trainees to start contributing more confidently and efficiently. I also think that clearer task tracking, such as using a Kanban board, would improve visibility into ongoing work and help the team stay aligned.

In addition, I would propose an internal feedback loop where interns or new hires record weekly reflections on what they learned, what was unclear, and what support they might need. This process could be integrated into Slack or Teams to make it simple and consistent. For documentation, I believe introducing a markdown-based knowledge base or adopting Git version control would make content management more reliable and consistent, while reducing duplication and outdated material. These tools would also make collaboration more transparent and scalable across the team. Also, the utilization of AI tools would help keep outdated content out of the system and implement a process.

How did you develop your competence in your field?

I found that I became more confident in using technical terminology and in documenting support processes within a real-world business environment. I gained first-hand experience in the SaaS product testing and also working with digital accessibility and localization, which strengthened both my technical understanding and my attention to detail.

In addition to technical growth, I improved my time management, learned to work more independently, and became more comfortable giving and receiving professional feedback. I also practiced documenting errors with precision, including clear steps to reproduce bugs, relevant environment conditions, and expected versus actual outcomes, which are essential skills for software quality assurance.

I also enhanced my adaptability by working in a hybrid setting and adjusting my communication style depending on whether I was addressing developers, support staff, or content specialists. This experience reinforced the idea that soft skills and technical expertise are equally important in IT roles.

How did your competence develop during the placement?

Over the course of the placement, which took slightly longer to complete than originally planned, I improved my ability to work independently, prioritize tasks, and communicate clearly with a distributed team. I learned how to document my work more effectively, report bugs in a professional and detailed manner, and provide constructive feedback that could be acted upon. My understanding of enterprise device management and multilingual content production also developed significantly.

I began thinking more critically about the connection between product design and user satisfaction. This shift in perspective encouraged me to approach tasks not only from the point of view of what needed to be done, but also why it mattered, particularly when reviewing customer feedback or revising help articles. Overall, the placement strengthened my confidence, encouraged a reflective approach to problem-solving, and better prepared me for future roles in the IT and Cybersecurity field.

Attachment 1: Certificate of Employment / Placement

References

This text's language editing has utilized ChatGPT.