



Working as a business development trainee in Wärtsilä Finland

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Abstract

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<p>This thesis emphasizes the use of a diary-based approach while examining the author's professional development within the context of their current workplace. The necessity of ongoing professional development in a dynamic work environment forms the basis of the study. The goals are outlined around particular themes of growth as a professional, in line with the duties and skill requirements of the author's job. The theoretical framework serves as the basis for the diary-based analyses and is constructed from a combination of industry standards, professional blogs, and relevant scientific publications.</p> <p>To promote professional development, these entries offer reflections on tasks, difficulties, and professional experiences which are connected to theoretical understandings. The findings demonstrate a thorough improvement in the author's professional competencies and highlight new approaches, strategies, and learnings from the task. These findings are expanded upon in the discussion to assess their value, applicability, and implications for future professional growth.</p>
Keywords Project management, Usability testing, System testing, Salesforce, Service design.

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1 Introduction

The thesis will be written in the form of a working diary. The main task of this thesis is to analyze and report daily 8 weeks of work responsibilities and the development progress of a business development trainee at Wärtsilä Finland. The main purpose of the thesis is to describe and document the daily responsibilities and personal reflection of the development progress of a business development trainee at Wärtsilä Finland.

Wärtsilä is a world leader in innovative technologies and comprehensive lifecycle solutions in the field of marine and energy market. To improve the effectiveness and sustainability of its customers' operations, the company offers innovative products, services, and integrated solutions. Marine engines, propulsion systems, energy storage, and digital solutions are just some of the many products that Wärtsilä offers to help its clients run more effectively and leave less of a carbon footprint. Working at Wärtsilä offers an exciting and dynamic workplace where every project is driven by innovation and sustainability. It offers a global network of coworkers and clients, presenting chances for intercultural encounters and career advancement. I am part of the Demand Process Development team of the Field service and workshop business unit. Our team is focusing on the development of a field service and workshop offering system for internal operational usage; the system provides a streamlined service offering system which optimizes the process of resources planning, field service offerings configuration and generation, quotation and more.

My team, called Demand Process Development team, consists of 6 individuals working together as a Project team that follows the Scrum and Agile methodologies. We have a Product Owner, a Solution Manager who joins the team later, a Business SME (Subject-matter expert), an internal developer, an external developer from a consultant company and me, the trainee. Each member of the team has separate roles and tasks in the team. We use Teams and Slacks for communication, and Jira for Project management; most of our interaction is virtual since each member in the team is in a different location.

Wärtsilä has been promoting the hybrid working style; employees can work from home or at the office without restriction or limitations; this provides a flexible working environment, and it is easier to maintain work-life balance. I prefer working in the office setting as it provides a professional working environment, good office facilities, an environment for better focus. Therefore, I love to go to the office even though my team members are not there. Although my schedule is packed with meetings which will be more convenient to work remotely, I still try my best to go to the office at least twice per week.

Due to restrictions of data privacy policy in Wärtsilä, I'm not allowed to discuss details about the business, details about the solution that we are working on, any picture or data that is related to the business or the solution shall not be included, information about the technology that were used to construct the solution is not included either. I will mainly be reviewing my daily task and analyzing the approach that I have when doing the tasks, as well as the new technology and knowledge that I have gained.

I have been working in my position for around 4 months, my main responsibility is to support the development team in its operation. The role entails various tasks: usability testing, creating reports, project coordination, define use cases, and so on. My tasks vary based on the requirements and the development progress of the team. Moreover, as our team application is closely linked to other processes of the company, therefore I'll also have tasks that are assigned based on the requirements of other development team as well.

At the start of my role, I had no prior work experience, putting me at a novice level across a variety of required skills. My academic learning and personal research provided the foundation for my knowledge in project management, usability testing, user experience, and technical expertise, particularly in Salesforce development, business operations, and reporting. This included online courses and project work completed as part of my studies. Despite these initial constraints, I was determined to pursue a rigorous self-improvement plan. I gradually built a comprehensive skill set through consistent participation in online courses, hands-on project work, and work tasks. In my current role, I hope to advance these skills from novice to proficient, with a particular emphasis on improving my project management skills and deepening my technical knowledge of Salesforce. This advancement is critical to meeting higher performance standards and adding significant value to my team.

The framework used daily for work:

1. Locally installed software: Microsoft Office tools, Slack, Outlook, Teams.
2. Browser-based applications: Salesforce, Jira, Confluence, Bitbucket, Clipchamp.

Most of the research, articles, and studies that I have analyzed in this thesis are from multiple sources with varied purposes. The most significant sources for Salesforce related theoretical information can be found from documentation sites (For example: <https://help.salesforce.com/s/> or <https://ideas.salesforce.com/s/>), professional blogs of Salesforce Ben, online articles, blogs, YouTube videos. Next for testing related knowledge are from the book "*Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests*" by Jeff Rubin & Dana Chisnell. Since I was new and doesn't have any previous experience in Usability testing, the book has provided me a good background regarding usability testing. For knowledge regarding service design, and user

experience, I consult from websites like: UX stack exchange, UX Movement or Good UI, this has provided me with good inspirations and ideas. When I faced some bugs or blockages, I can find the solution from the Trailblazer Community, which is a professional online community for Salesforce related matters. It's a place where we can ask questions, get answers and connects with peoples who are professional in the Salesforce community. I can save lots of time debugging and effort by consulting these sources.

Key professional concepts and sources

Professional concepts	Description
Custom field	A custom field is a user-defined data field created by administrators or users to capture specialized information not covered by standard fields, tailoring a database or CRM system to meet specific business needs.
Custom report	A custom report in Salesforce is a report created by users, allowing them to choose the data and criteria they want to analyse.
Field	In database and CRM systems like Salesforce, a field is a specific piece of information or data category, such as a person's name or an order's date, which can be stored and manipulated within a record.
LWC	LWC (Lightning Web Component): LWC is Salesforce's framework for building efficient and reusable web components in the Lightning Platform.
Permission	Permission in Salesforce refers to the level of access and actions a user or group of users is allowed to perform within the system.
Permission set	A permission set in Salesforce is a collection of permissions and settings that can be assigned to users, granting them additional access and capabilities beyond their profile permissions.
Record	In Salesforce, a record represents a unit of data, such as a customer's contact information, stored in the system.
Record type	Record types define the set of picklist values and page layouts available for different categories of records, allowing customization based on specific business needs.

Report type	A report type in Salesforce defines the set of records and fields that can be included in a report, helping users generate specific types of reports.
Salesforce	Salesforce is a cloud-based customer relationship management (CRM) platform.
Salesforce Flow	Salesforce Flow is a tool that allows users to automate and streamline complex business processes within the Salesforce platform, often involving multiple records and actions.
Salesforce report	A Salesforce report is a structured presentation of data from Salesforce records, providing insights and analytics for informed decision-making.
Service Design Thinking	An approach that prioritizes the user's experience, placing them at the centre of the design process. It aims to create seamless, user-centric services by understanding and addressing user needs, emotions, and interactions across the entire service journey.
Status	In Salesforce, status typically refers to the current state or stage of a record or process, providing a snapshot of its progress or status within a workflow or lifecycle.
UI	User interface
User Profile	A user profile in Salesforce defines the settings, permissions, and access levels for a user, determining what they can and cannot do within the system.
User Testing and Iterative Design	This involves systematically testing products or services with real users to gather feedback. The iterative approach focuses on making continuous improvements based on this feedback, resulting in user-centric and refined solutions.

2 Description of the initial situation

2.1 Analysis of your current work

In Wäertsilä and my development team, our working processes and method follows Scrum agile methodology, which based on sprint period (3-4 weeks). We use Jira for project management software, our tasks are tracked, analyzed, and estimated there. My main work tasks for 9 weeks working with the team are:

- Usability testing.
- Creating test cases and user testing templates.
- Test data generation.
- User testing speculation.
- Deliver end-user training.
- Reporting on Salesforce data.
- Maintaining data in Salesforce library.
- Create Salesforce record-triggered flow.
- Service design.

Usability testing:

Since my main role within the team is to support with its daily operation, since my team is a software development team, therefore the team's main goals was to develop and maintain the system that has been develop and running for over a year. Most commonly, our team task are development tasks and bug fixing which will be executed by two developers, troubleshooting task are handled by the support team. Before I joined the team, the testing required for all the development and bugs fixing are being handled internally by the Product owner and the Business SME, also externally by key-users of the system. And since everyone in the team have their own role in the team, therefore it would be difficult to have the testing and review continuously for the development. After I joined the team, and after orientation period, I was able to efficiently do the usability testing, helping the team to quickly review the development and constantly coordinates with developers regarding the bugs and improvement for the ongoing developments. Moreover, I also do the testing for other teams' developments whenever their developments are related to our team application. To be successful as a tester, I need to have a strong understanding of the Salesforce system, the system logic, and the application that we are developing. When doing usability testing, I use the system from the perspective of an end-user, trying out all the possible test cases and expect to get similar result as the description, if not I'll need to track the reproduction steps for the error and reproducing it in other environment and inform the team about the findings. To be a good tester, I

also needed to have the ability to view the system in many aspects and being creative to generate all the scenarios that may occur when the user uses the application.

Creating test cases and user testing templates:

This task entails me to coordinate with the developers on the technical aspect of the application to find out all the possibilities that may happen when the features are being used by the end-users. I would need to actively test the feature, using multiple testing methods and test cases and consider the end-user perspective to find out all the possibilities of the feature and document all the test cases. The test cases shall be used internally by me and the team members to test the feature since it is in a technical format that only the development team can understand. For creating user testing templates, I would need to be able to translate all the use cases to a user-friendly format, making sure that it can be understood by stakeholders with a non-technical background while remaining to cover all the technical usability and possibilities that required to be tested. To be successful in this task, I would require having a clear understanding of the system both technically and from the perspective of the end-users, moreover I would need to be able to translate all the technical details into testing cases that the stakeholder can understand. Next, to deliver high quality testing cases and testing templates, I would need to combine all the possible cases into the smallest amount of testing steps, so that it would take less effort for the users to test and doesn't frustrate them.

Test data generation:

In this task, I would need to generate high quality test data based on the requirement, testing cases and the data availability within different environments. I would generate testing for team members whenever they need to do testing for the development or feature demo to the stakeholders. I also generate test data for other team's testing whenever they need to have records with data that is related to our system. To excel in this task, I would need to understand the in-and-out of the system and the requirements for the test data, aware of the possible outcome of test data based on the requirements and different configurations, understanding the characteristics of the system's real-world data and the ability to replicate it. Moreover, I would need to be fully aware of the data availability situation across different environments.

User testing speculation:

During my working time in Wärtsilä, I have experience of being the facilitator of a large user testing for a feature that is highly complex which have more than 10 testers, lasting for 3 weeks, this

feature affects many areas in the application. According to Dumas and Redish (1993), this work is critical for gaining important insights into how users engage with the system, where they have problems, and what areas of the design need to be improved. To excel in this task, I must have a thorough understanding of usability principles, user experience design, and testing procedures to succeed in this task. Understanding user-centered design, heuristic evaluation, and the capacity to empathies with end users are all necessary talents. Furthermore, technical abilities in test case creating and execution are required. Moreover, I needed to be attentive, providing support and facilitation to the users so they can do the testing efficiently.

Deliver end-user training:

End-user training task entails planning and delivering training sessions, developing training materials, and providing continuous assistance to the stakeholders. During this task, I provide training to onboard new member into our development team, also updating and maintaining the application's user manual. I must have in-depth understanding of the application to be able to excel in this task. I must be able to describe sophisticated software features in an easy-to-understand manner. Furthermore, good communication and presentation abilities are required for clearly communicating information and engaging consumers. It is also critical to be able to empathise with end users and understand their requirements and learning styles.

Reporting on Salesforce data:

This task includes the extraction and analysis of Salesforce data to gain valuable insight and support business decisions. In this task, I support my team members or members of other teams to create reports for extracting valuable data in Salesforce to help answering required questions, moreover, I also create reports when I need to answer certain question regarding my own tasks. To be successful on reporting on Salesforce data, I required to have strong analytical abilities, a thorough understanding of Salesforce's reporting technologies, and data visualisation ability. To support data-driven decision-making within an organisation, they must be able to build customised reports, and dashboards, to analyse data patterns. Furthermore, to effectively interpret and present the data, a deep understanding of the various data models and structures within Salesforce is required.

Maintaining data in Salesforce library:

This task is a critical process of cleaning and removing old, unnecessary, or unnecessary files and attachments from the Salesforce system. The goal of this task is to streamline and optimise the

user experience by reducing the number of files while keeping the data presented relevant and valuable. This activity requires a sharp eye for detail to identify obsolete files, as well as understanding of data management best practises and Salesforce's document control tools.

Create Salesforce record-triggered flow:

In this task I creates an automated record-triggered flow to automates the process of moving data from one object to another when certain criteria are met. This task required me to be well-versed in Salesforce's Flow Builder, a low-code tool for creating powerful flows. To enable accurate automation, knowledge of Salesforce's data model and the specific items involved in the process is also required. Moreover, I needed to have a strong understanding of the business logic and process automation.

Service design:

This task includes developing and improving service experiences based on user needs, expectations, and the entire service journey. My task in the team is not to decide the service design process, rather just providing suggestions and comments in discussions whenever the team is deciding on the approach for the developments. This task required me be proficient in human-centred design principles, customer path mapping, and user experience research. Moreover, understanding service process pain points and possibilities for improvement under the perspective of an end-user. Collaboration and good communication skills are also essential, as service design frequently necessitates cross-functional collaboration to produce seamless and useful service experiences. According to Stickdorn and Schneider (2012), Service design plays a pivotal role in enhancing customer satisfaction and loyalty while optimizing operational efficiency.

2.1.1 Evaluation and development plan

My colleagues have given me good feedback on the task that I've completed. I believe there are areas that I would need to improve, but as a business development trainee, I believe that I have developed quite well so far. Currently I believe that my competencies are Novice as I still need instruction from others and doing research and reading documentation for tasks that I didn't know, but for certain aspects of work, I can work independently without input and the performance is consistence. Before joining Wärtsilä, I didn't have other professional experience, my knowledge was solely obtained from Haaga-helia, online courses and learning platforms. Those knowledges have provided me a good background to be able to seamlessly work with most of my tasks. However, I believe that I shall need around two to three years to be advance to the level of senior or mid-senior in my field if everything went well. My objective is to expand my knowledge regarding usability testing, service design, Salesforce technical skills and project management.

2.2 Stakeholders

My personal work can affect the following groups:

Quotation management team

- Product owner A: who works as a bridge between the development team and the stakeholders. She also has the same role as a scrum master and project manager in my team.
- Project manager: who is also the line manager of our department, she responsible for the overall operation of the development team.
- Solution manager A: who will join our team later during the fourth reporting week.
- Business SME: who main responsibility is to align the team developments with all the legal and business requirements of the company.
- Developer A1 (internal): He is an internal developer of our company who wears multiple hats since he has a strong technical background.
- Developer A2 (external): He is an external developer who is recruited from an external IT consulting vendor.
- Me: as the trainee of the team my role is to support the overall operation of the development team and supports teammate with various tasks, I also take in and supports other teams' tasks when it is related to our team's developments.
- Support team:
- There are two developer that is working under the information management department, but they also collaborate with our team to handle end-user support, they also provide facilitation to the development team requirements.

Workforce management team:

- Product owner B: who works as a bridge between the development team and the stakeholders of her development team. Even though we work as different team, but two teams are working closely to each other, therefore occasionally I would have some tasks or needs to coordinate with her about the developments.
- Solution manager B: he is responsible for the overall data model of his team solution, occasionally, I would have tasks that would need to coordinate or assistance from him.
- Developer B1 (external): he is an external developer that is recruited from the same vendor as my team's developer, my work occasionally required to coordinate with him when it comes to technical aspects of their team developments.

Other stakeholders:

This represent other employee of the company, they can come from any department or team within our company, sometimes I would need to work with them regarding aspects of the development team. Sometimes I will need to contact them if I have any requirement and support with the tasks.

End-users:

They are the user of our product, we needed to continuously align with them regarding the overall development matter and to discuss about their requirements. I would separate the end-users into 2 main types:

- Key-users: they are the users that our development team work closely with. Since we are a big corporate with thousands of users, we would appoint certain users who would represent their region.
- General users: they are users of the system, my work rarely involve them, occasionally they will contact me and the development team when they have some issue with the system, we always suggest them to contact the support team through the service portal instead.

This diagram illustrates the relationship between 2 project team Quotation Management team and Workforce management team, as well as the interaction relationship between the key stakeholder within 2 teams:

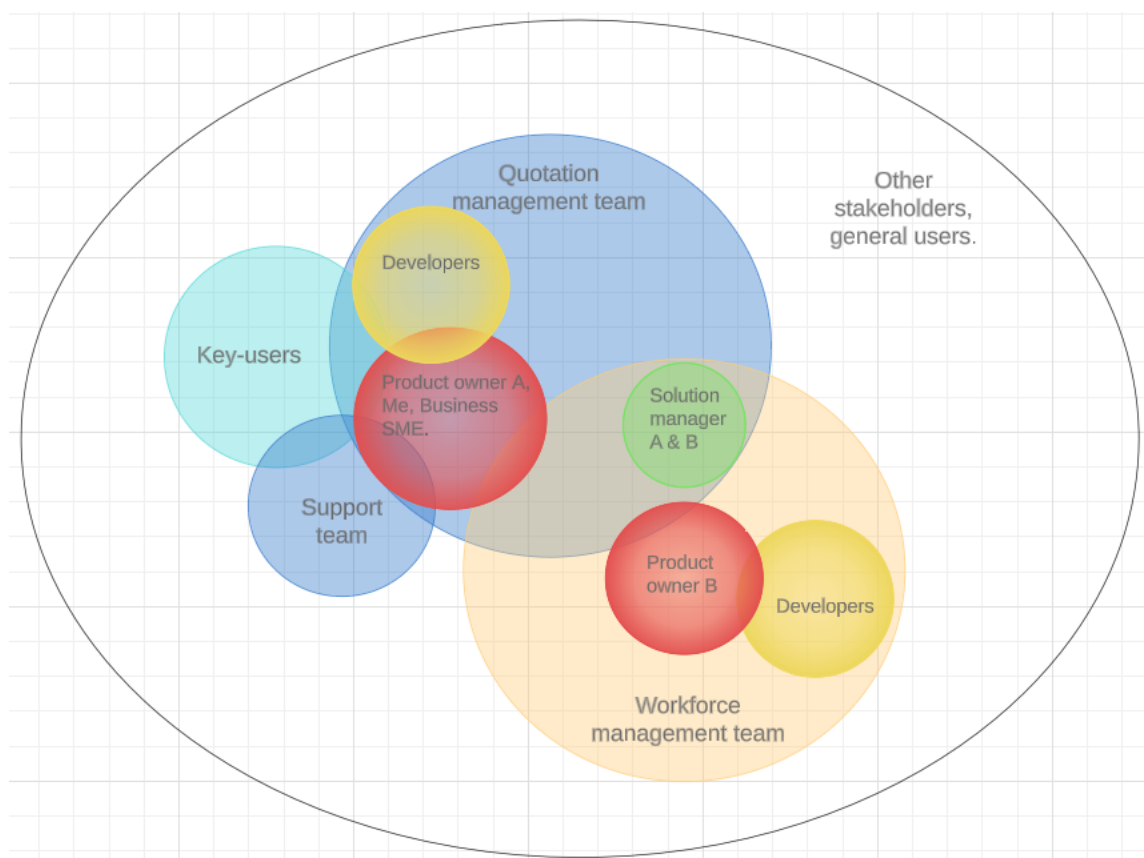


Figure 1. Interest groups affected by my work and stakeholder interaction relationship.

2.3 Interaction situations

Most of my important interaction skill at work is related to online meetings. Since my project team was initially formed by individuals of multiple different departments which is in different region of the world, and most of my coworkers prefer the online work to align with their work tasks. As a result, everyone is familiar and comfortable with online meetings and calls. Additionally, as I wanted to be experienced the office work life, I make my effort to visit the office as often as possible, as well as motivating the colleagues that is in Helsinki to go to the office with me as much as I can.

Communication channels that we use daily includes Microsoft Teams, Slack, or Email. We have Daily Scrum meeting every day to catch up with the whole team on the progress of work done yesterday and tasks planned for today. Our development team has adapted a “no meeting Friday” policy, which is beneficial for the team, the policy has been adapted to the team before I came. Next, we have two Alignment call each week on Tuesday and Thursday, during this meeting we will have longer discussion to align the current work toward the Sprint Goal or any blockage regarding the project progress. We have a Sprint Retrospective and a Sprint Planning meeting by the end of each sprint to reflect on the work done during the Sprint and to plan for the upcoming sprint. Additionally, we have a Development Forum by the end of each sprint with our key-users, during the meeting we will provide the status of the current sprint as well as our plans for the next sprint. Moreover, our department have a monthly catchup meeting, and our whole business unit have a monthly catchup meeting as well, these two meeting are usually occurring on Friday. For me I also have a weekly catch up meeting with my Line Manager to discuss about my overall development and growth within the team, also to discuss if I have any difficulties regarding my work. Moreover, I would occasionally have meetings from stakeholders which are colleague from other project teams or end-users to discuss project-related topics.

Usually, I don't have any direct interaction with the end-users. If there are any incidents with the system, I would get the information from the Product Owner. But there are cases where the end-users would reach out to me for system supports, in these cases I would instruct them to the support team.

Personally, I believe that the most obvious challenge I have encountered is the inconvenience of online communication. People have more flexibility in how they start a workday because they don't have to go to the office if they complete their tasks. As a result, it is difficult to contact people if I need to discuss something because people are not always online while working or responding to messages in a timely manner. Particularly if you need to show or explain something to the person, which is always easier to do in person. To effectively navigate these difficulties, I have identified several key areas for improvement in my interaction skills. To begin, I want to improve my ability to

use digital communication tools to their full potential, ensuring that messages are clear and concise, and thus reducing the need for real-time clarification. Furthermore, I am working on developing patience and adaptability, acknowledging that responses may not be as immediate as one would expect in a physical office setting. Furthermore, when coordinating with stakeholders in different time zones, I've encountered numerous problems. This situation requires a high level of organizational ability as well as the ability to schedule communications in accordance with all parties' local working hours. To address this, I am learning to plan of time more carefully, considering time zone differences and scheduling conflicts.

3 Diary entries

3.1 Observation week 1 (September 4 – September 8, 2023)

Monday 4th September 2023

It has been 3 months since the day that I started my internship in Wärtsilä Finland, therefore I was able to understand and adapt to the working environment to a certain extent, but since it is a big company and I'm working in a highly dynamic environment with an excellent development team, my day-to-day work is never the same. The company has given me office devices for work, this includes a Lenovo think pad (ThinkPad T14s Gen 2), a smart mouse (MX master 2), Keyboard (Microsoft designer), and set of headphones (Jabra Evolve2 65). At first it took me a while to get used to the laptop and setting up my laptop since I usually use MacBook, and this is the first time I've ever used a laptop that runs with Windows operation system. Moreover, the keyboard layout is something that I required to adapt to as well as it uses Nordic layout.

Today I have 3 meetings: daily call, an alignment call, and a meeting with Product Owner B. Usually, we would have the alignment call on Tuesday and Thursday, but since today our Product Owner is back from her vacation, therefore today we shall have long meeting to catch up with her on the updates that we have during her leave. My goals for today are to monitor the UAT (User acceptance testing), Inform the Product Owner A about new updates, and gather the requirement for Product Owner B report.

I usually started my day by checking for update in email and Jira which is a software application developed by the Australian software company Atlassian that allows teams to track issues, manage projects, and automate workflows (*Jira*, 2022). Our development communicates mostly using Microsoft Team and uses Jira for project management, most of the time when we wanted to give updates on the tickets that we are working on, we would put it in the comment section of the ticket for documentation, if there are any information that needs to communicate with other team member, we would mention them in the comment and an email will automatically be sent to the team member.

In this period, we have organized the user testing and it has been going on since last week, the Project Owner A has been away during the testing period, me and Developer A1 is the main responsible for the testing period. This was the first time that I have a chance to monitor the user testing, also with a high number of testers, therefore it felt very stressful and at first, but thanks to the support of Developer A1, the testing period has been going well so far. During this period, my focus was to monitor the testing progress of user, communicate with the stakeholders to make sure that there

isn't any blockage, also I required to process the data which Developer A1 will sent me every day to the format that user can use for the testing.

During the meeting, the Product Owner B contacted me to help her create a report using Salesforce report builder, the Salesforce report builder is an advanced tool that incorporates drag-and-drop features to make the reporting process in companies quicker and easier (Stojanovic, 2022). Since the requirement of the report was unclear, I schedule a meeting with the Product Owner B to go over the requirements of the report. After that, I come up with a quick data points list for those requirements, a data point is a discrete unit of information (Hanna and Wigmore, 2022). Then I validate with the Product owner to see if all those data point are available, most of them are available, but I would need to analyse it further to get the best data for the report.

Tuesday 5th September 2023

Today, I only have one daily meeting for the whole day, but during the day, there are additional meeting that is occurs to collaborate with other colleagues, the topic of each meeting is different.

During the meeting and give the team updates about the reporting task that I got from Product Owner B, since I spend some time on that ticket, therefore an additional ticket is created. A ticket in Jira, or any other service desk platform, is an event that must be investigated or a work item that must be addressed (Weller, 2018). Also, we give a quick estimation on the time that shall be spent on that ticket by using story points. The story points are units of measure for expressing an estimate of the overall effort required to fully implement a product backlog item or any other piece of work. Teams assign story points relative to work complexity, the amount of work, and risk or uncertainty (Radigan, no date).

After the lunch break, I continue with the reporting task to identify the requirements of the report, both from the data point perspective and technical requirements. I realize that to be able to do the reporting, I would need to have permission to retrieve some data for the Salesforce report. Therefore, I contacted a colleague in the Support Team who is a system admin so he can grant me the permission, but he is busy in a meeting. I can still progress with the report and matches some of the requirements, but I wanted to have all the data before doing it for consistency, therefore I switches to another task. During the testing period, I would need to consolidate all the findings that the user has into one documentation to give the development team a bird-eye view of the testing period findings, this task is scheduled for the end of the testing period, but I decided to start with it now since there will be too much to document when the period ends. While I was doing the task, a tester wanted retest the feature and I provided his with data needed for the testing. Today there

was an end-user contacted me for system support, which I helped him to address the situation and forwarded it to the support team.

Wednesday 6th September 2023

Today I have 2 meeting: one daily meeting and one meeting for sprint planning. For today, I have two goals: Get my permissions and input needed to create the custom report, and the proposal video creation task that was requested from Product Owner B.

I have a session with the Product Owner A to go over all the data points that we have for the report. Overall, the report was good, it has answered all the questions that were needed. Although there are some data points that was still missing to be able to cover the whole scenario, therefore we would need to have another meeting to go over this. Next, we join a meeting to plan out the upcoming sprint, since during the next sprint we planned to have three deployments for the new functionalities, I will discuss about this further on in the weekly analysis. During work, the support team has contacted me about the permissions that I need for the custom report, he said that the permission has been provided but it still doesn't work. Therefore, he will bring this issue to the system architect to check, and he will contact me later when he has the answer.

Today was very efficient, I was able to learn more about Salesforce permission and the restrictions it might have when implemented on a large system. Moreover, I have started the proposal video task and make significant progress on it.

Thursday 7th September 2023

Today I went to the office with my Product Owner to meet a new Solution Manager who will be joining the team. Other than that, I have one daily meeting and an alignment call. My goals for today are to finish the report that was requested by Product Owner B and finalizes the testing use cases and template task.

During the meetings the developers has provided me explanation about a new development, which I can test this ticket with my Product Owner since today we are both in the office. After the lunch break, my permission has been provided, therefore I have finished the reporting task and review it with the Project Owner

Today was productive and fun, I have archived all the goals that I have set for the day. Moreover, I have a chance to meet the new Solution Manager, she is a nice and talented individual, I'm looking forward to collaborating with her during future tasks. Moreover, finalizing the tasks with the help of Project Owner. Today I have gained valuable insight and experience regarding usability testing and use cases creation.

Friday 8th September 2023

Today is Friday and we have recently implemented the “No Meeting Friday”. This new working style has provided the team with a valuable opportunity for undisturbed deep work, allowing us to bring pending tasks to completion without the usual multiple meetings day. Today I only have one catchup meeting with my Line Manager. Today my goals were to finish all the pending task that I have during the week, firstly the testing ticket that I have on Thursday, secondly the flow task that I got, and thirdly the Salesforce report that was requested by Product Owner B.

Then I retested the tickets that I have from Thursday, work resulted in the discovery and documentation of two separate bugs, one related to the feature itself and the other to a workflow I had created. These findings were promptly communicated to our team's responsible developer for resolution. Since there are a bug related to the flow that I have, I quickly communicated the findings to the Solution Manager from another team that I have been working with during this task. We were able to identify the reason behind and fix the bug by the end of the day, and I'll discuss this further in the weekly analysis.

At the end of the day, I spent time doing what we call "ticket grooming", task includes updating all tickets that I have with detailed comments and comprehensive documentation. This practice ensures clarity and continuity as we transition into the next cycle of development.

Week 1 evaluation

Wärtsilä Finland's first week has been a complex journey of adaptation, learning, and integration into a large, dynamic corporate environment. With the start of the internship, the transition from an academic setting to a professional workspace required a quick alignment with the company's operational tempo and the agile practises of the development team.

Adapting to the unique rhythms of a large and dynamic company like Wärtsilä necessitated not only a knowledge of formal processes but also soft skills of navigating team dynamics and the unscripted nature of a high-performing development team. According to Greg Horine (2005, pt. 1), the key to successful adaptation is recognising and understanding the company's culture, as well as aligning oneself with its core values and practises, enabling seamless collaboration. This alignment became the focal point of the week, guiding interactions and laying the groundwork for professional development.

Switching from a familiar MacBook to a Windows-powered Lenovo ThinkPad was more than just a hardware change; it was also an example for the larger transition from the known to the unknown. As Horine (2005, pt. 3) points out, familiarity with one's tools is essential because they are

extensions of one's professional capabilities. The time and effort put into mastering the ThinkPad and the Nordic keyboard layout demonstrated the flexibility and adaptability required in today's technology-driven workplaces.

The use of Jira for project management was central to the week's tasks. The software served as a platform for tracking progress and organising tasks in a systematic manner, which is consistent with Horine's recommendations for using project management tools to improve efficiency and transparency (Horine, 2005, pt. 3). Jira's solid framework enabled an organised method for project management, its interface promoted an ease of tracking that is essential for maintaining project progress. The software capability to categorize, prioritize and update the status of tasks allowed an efficient method to monitor the lifecycle of each project component. At this stage, my knowledge with Jira is novice, which I expected to improve by the end of the reporting phrase. With fewer meetings scheduled than usual for the week, the emphasis naturally shifted to the importance of alignment calls. These sessions were critical for updating the Product Owner after her vacation and ensuring project continuity. According to Horine, effective meeting management is a critical component of project management because it consolidates team focus and facilitates informed decision-making (Horine, 2005, pt. 4).

The user testing phase revealed the complexities of a well-coordinated team effort. It was an indication to the team effort, with each member's contribution critical to the testing process's success. Developer A1's assistance showed the vital role of a guiding hand during such essential periods. The testing environment, which was often hectic, was made simpler by a support system that was quick to respond, adaptable to challenges, and encouraging in its feedback—qualities that are frequently highlighted as best practices for usability. My role in this process went beyond mere observation; it involved an active engagement with the product and its users. The iterative testing cycles discussed by Rubin and Chisnell (2011, p. 14) were identical to the process that we optimized for the user testing. This process yielded invaluable insights, providing a deeper understanding of the user experience and the necessary adjustments required to improve it. The diagram below visualizes the Iterative Process Model that has been utilized by our team during this task.

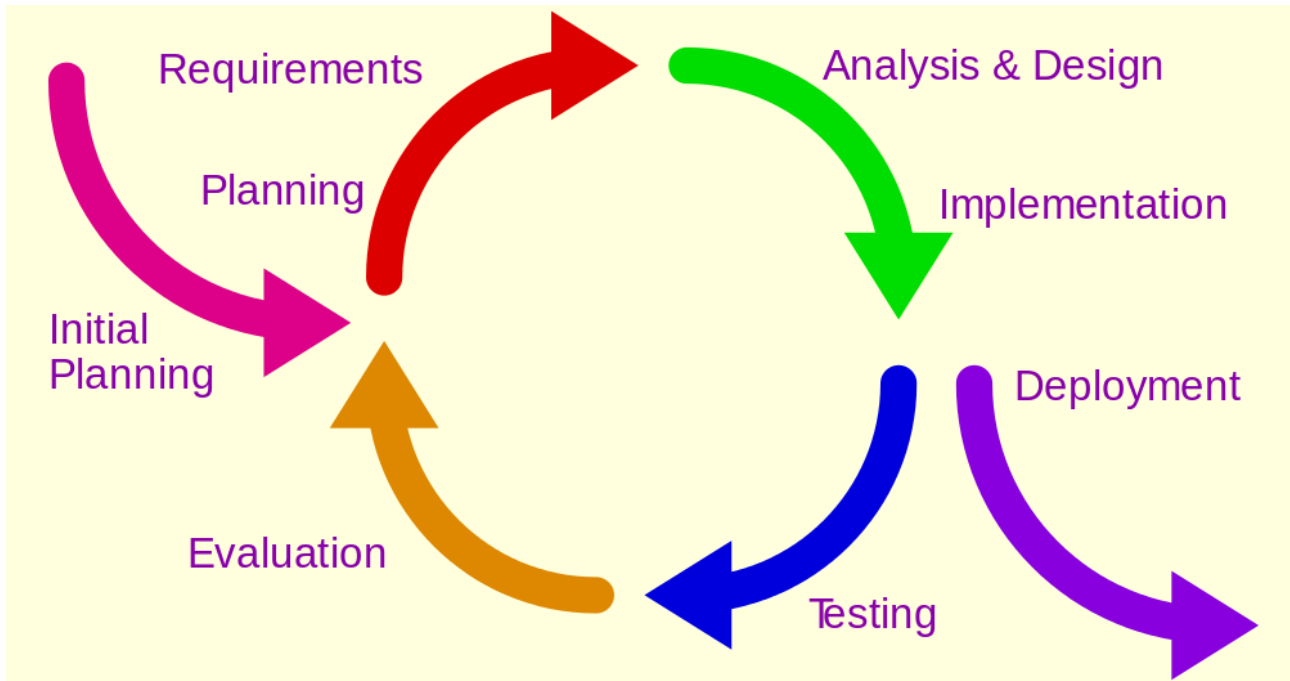


Figure 2. Iterative Design Process Model (“Design Iteration Brings Powerful Results. So, Do It Again Designer!” 2023)

During the first week, I encountered significant difficulties with Salesforce report generation. Because of the ambiguity in the report requirements, a deeper dive into detailed requirement analysis was required, emphasising the importance of comprehensive system knowledge. Understanding the granularity of Salesforce permissions proved critical in developing reports that catered to specific organisational needs. The situation served as a practical example of the project management principle that emphasises careful gathering and analysis of project specifications prior to beginning any development work (Horine, 2005). This experience also highlighted the adaptive nature of project work, where requirements frequently change and require the project manager to be flexible and resilient.

Reflection is an important part of professional development, as shown by my conversations with my Line Manager. These discussions provided an opportunity for me to reflect on my personal development journey, identifying areas of strength and potential impediments to my growth. Reflective discussion is consistent with the diary-based thesis model, which advocates for continuous learning through self-awareness and critical reflection on one's own experiences. These reflective practices not only help my personal development but also reinforce the iterative nature of learning in project management, a field that requires constant adaptation and improvement. Regarding the testing of the file transfer flow task, an unexpected bug emerged during the initial testing phase of the file transfer workflow I designed. My investigation revealed that the workflow's conditional logic was incorrectly triggering at the final stage of record processing upon any update action. This

discovery contradicted our business rules, which state that no updates should be made at this stage. A previously assigned task for a colleague on our technical team is currently in development to restrict such updates. Following that, I collaborated with a solution manager, who was also a partner in developing this workflow. To address the identified bug, we collaborated to incorporate a de-duplication element into the workflow's design. This addition has proven to be effective in resolving the error, but I recognise the need for extensive re-testing to ensure the confidence of this solution and to confirm that the error has been fully prevented.

One highlight of this week is that we have a new Solution Manager joining the team, the is a role has been missing from the project team for a long time. The Solution Manager is the key for collaborations in a project team, the interactions that the role have can be visualize in the figure below:

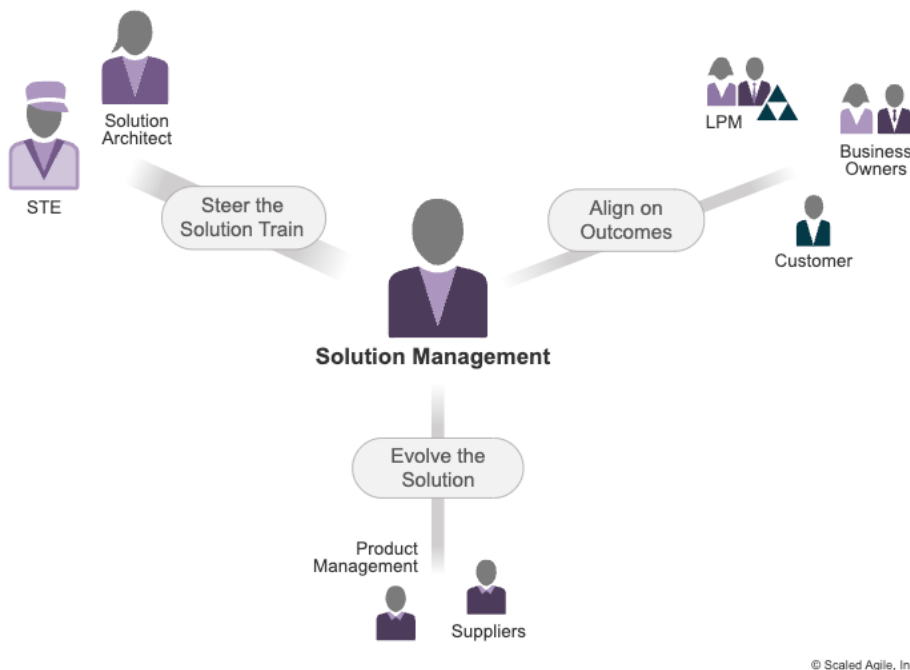


Figure 3. Key interactions that require the Solution Manager (Scaled Agile, Inc., 2023).

A Solution Manager is a vital member in any project team, effectively bridging the gap between the technical dimensions of the project and its business objectives as presented in the illustration. Their dual expertise is critical in ensuring that projects are not only technically feasible but also strategically aligned with business objectives, a balance that project management frameworks praise. They define the project scope to ensure that technical solutions translate into business value, in accordance with the project management principle of strategic alignment. Their responsibilities include proactive risk management, identifying potential pitfalls and spearheading the development of mitigation strategies, embodying the proactive problem-solving ethos of project management. As

innovators, Solution Managers are always looking for ways to improve processes, promoting the iterative nature of project development and the principle of continuous improvement.

3.2 Observation week 2 (September 11 – September 15, 2023)

Monday 11th September 2023

Today I have four meetings, one daily meeting and an alignment call in the schedule. In addition to that, a meeting with Developer A2 to go over a bug another with Product Owner B to go over the bug related to the file moving flow. I have two goals for the day: firstly, to investigate and make modification to the file moving flow, secondly to coordinate with Developer A2 on the bug.

In the meeting with Product Owner B, the bug was obvious, but after investigation, the bug will have critical effects to the system, which will be aligned with my team. Developer A2 will look through this and try to fix it immediately today. Then I gave Developer A1 updates about the user testing results. In the meeting with Developer A2 we go over the bug of the work item reordering feature, it was a live testing session, where we meticulously interact with the system while he monitors the backend. The findings of today have emphasised the significance of continuous testing and communication in project management. Developer A2 immediate response to the bugs, as well as his adaptive redevelopment strategy, demonstrate the agile mindset we foster in our team. Slow-paced interaction was effective for bug tracking, but it highlighted the need for more automated testing procedures to increase efficiency. In the future, I plan to devote time to developing a more streamlined process for documenting and reporting bugs to improve our team's responsiveness to similar challenges.

Tuesday 12th September 2023

Today I have three meetings: daily meeting, sprint retrospective meeting and a monthly meeting for the whole Business Unit. Since today, my calendar is packed with long meetings, therefore I only expected to have my tasks coordinated during communications with other colleagues to acquire the permissions that I need for my tasks.

The team's growth and adaptability were demonstrated at today's retrospective meeting. The PO's feedback was especially encouraging, emphasising the importance of independence in project workflow management. It was motivating to have teammates appreciate my testing contributions. It emphasised the importance of having a diverse set of perspectives when conducting thorough software tests. Balancing long meetings with productive discussions was difficult but necessary for the project's progress. The catch-up with the broader team reminded me of the importance of maintaining team connections outside of the project team and the work.

Wednesday 13th September 2023

Today I have two meeting in the schedule: Daily meeting and a joined testing meeting with another team, and multiple short calls with a colleague from the Support team to go over the file moving flow task and its permissions. Today I have three goals: Firstly, is to create slides to onboard the new Solution Manager to our application. The second goal is to finalize the flow task with the support of the colleague from support team. And lastly to consolidate the results of the UAT testing.

Then I spend the rest of the day to put all the results of the UAT into an Excel sheet to track the progress and documentation.

Overall today was a productive day, other than the experience I gained from the task that I have executed, I also learnt an invaluable experience to seamlessly transition between collaborative and individual tasks, balancing teamwork with self-directed responsibilities.

Thursday 14th September 2023

Today I have two meetings, a daily meeting, and the alignment call. My goal for today is to coordinate with the developers about the bug that I found, as well as monitoring the UAT. The next goal I have is to modify the file moving flow based on the approach that has been decided yesterday.

We faced a problem with key users from operating region hasn't test the feature yet. As stated by the Product Owner, involving testers from different regions is critical because it ensures the product's functionality and usability across various contexts, catering to a broader range of user needs and experiences. I spend the rest of the day working with the flow, and I took the initiative to rebuild it. This task provides me a chance to my grow my technical knowledge and provided an opportunity to apply critical thinking and problem-solving abilities, both of which are important components of my professional development themes regarding Salesforce professional knowledge.

Both goals that I have set today has been met. Although I would need to deploy and test the flow in other days. My skills in managing and executing system tests were improved today, and I gained a better understanding of the collaborative nature of user testing and project alignment.

Friday 15th September 2023

Today, thanks to the implementation of the "No meeting Friday" policy, I only have one meeting with the Line manager. But today I needed to take care some personal matter, so I'll get of work early. Today I have one goal, finalize the file moving flow and coordinate it with the Solution Manager of the other team for deployment next week.

All goals for today have been met, next week the Flow will be deployed to the TEST environment by the Work Force management team. I'll explain further the concept of DEV, TEST, and PROD environment in software development further in the weekly evaluation.

Week 2 evaluation

This week has been a highly productive time for problem-solving and professional growth. Crucial aspects including problem-solving, professional development in testing and bug tracking, and teamwork and communication are the main emphasis of this assessment. These aspects are essential for understanding the advancement and difficulties faced over the course of the week, offering perceptions into ongoing enhancement and skill development in accordance with the project's goals.

The week started out with an unforeseen issue related to the file moving flow error, which required urgent repair because it may have a major negative influence on the system. Agile response is crucial in project management, as demonstrated by the process of looking into the problem and working with the team to document it. In line with the ideas mentioned by Rubin and Chisnell in their discussion on usability testing, this circumstance underlined the necessity of taking a proactive approach to finding and fixing problems (Rubin & Chisnell, 2011). A prompt and methodical approach was necessary to address the bug's discovery and its consequences to avoid seriously impairing the schedule of the project. In this situation, my responsibilities went beyond simply recognizing the issue and included coordinating a group effort to develop a workable solution. This exercise demonstrated the crucial need for an agile mentality in project management, as outlined in Jim Highsmith's book "Agile Project Management" (Highsmith, 2009), where overcoming unforeseen obstacles requires adaptability and swift decision-making.

The teammates acknowledgement of my testing skills and emphasis on the importance of the issues I found marked a pivotal point in my professional validation. The robustness of a software system depends on its capacity to detect biases during development and reveal hidden bugs. This is in accordance with findings from Kanglin Li's book "Effective Software Test Automation" in which careful testing is praised as a key component in raising software quality (Li, 2006). In addition to giving me more confidence, the team's encouraging comments also highlighted how crucial it is to keep an impartial viewpoint throughout the testing process. My contributions were recognized by the team, which was a great incentive and reaffirmed the importance of ongoing skill development in software testing techniques.

My ability to coordinate effectively was tested during the week. As demonstrated during the Sprint Retrospective meeting, effective communication was essential in helping the team members develop a feeling of unity and purpose. As the Product Owner pointed out, being able to work

autonomously and effectively with other teams was essential to increasing output and advancing the project. This observation aligns with the principles of agile methodologies, which emphasize the importance of teamwork and communication in achieving project success (Highsmith, 2009). The team meetings' feedback and discussions offered an opportunity for group learning and support from one another. The team's ability to strike a balance between the necessity of effective meeting management—a skill critical to sustaining momentum in project environments—and in-depth discussions was particularly noteworthy (Highsmith, 2009). The team's collaborative nature and ability to adjust to evolving needs and input emphasised the value of agile communication techniques in project management.

The activities of this week highlighted how crucial Agile principles are to the accomplishment of our project. According to Kanjilal (2023), the Agile Principles facilitate incremental and iterative development in addition to continuous feedback, which leads to the effective and efficient creation of software. Our team's adaptability was influenced by the application of these principles, which placed a special emphasis on people and interactions rather than procedures and equipment and on reacting to change rather than strictly following a plan. The implementation of an agile methodology enabled a highly adaptable and responsive project environment, which facilitated our ability to promptly address unforeseen challenges posed by the work item reordering feature and the file moving flow bug.

Next, I would like to emphasize on the three core environments of software development which will be mentioned continuously during the reporting period. The software development lifecycle revolves around three core environments: development (DEV), testing (TEST), and production (PROD). Each of these unique environments has a specific function to guarantee that software applications are developed, tested, and deployed in an efficient manner (Duta, 2023).

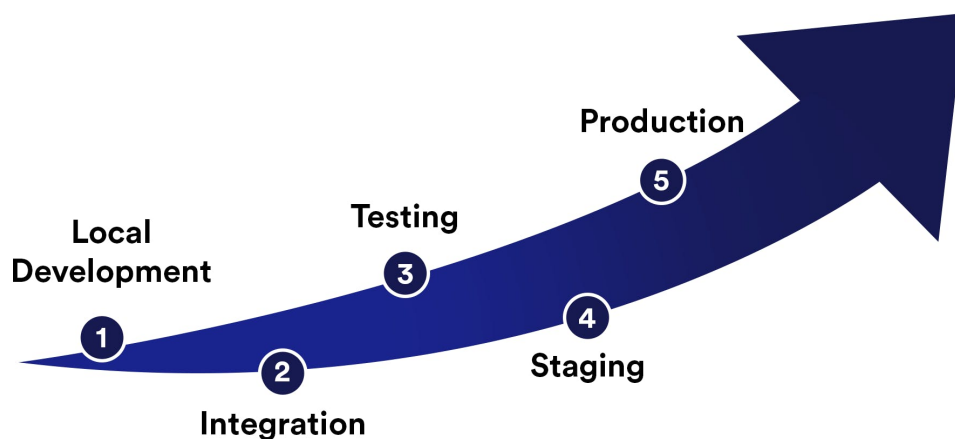


Figure 4. Core environments of software development Duta (2023).

The DEV environment is where the software is first developed and tested by the developers. New features are written and tested by developers here. Because of this environment's replicability and isolation, developers can work together without obstructing each other's progress. Isolated environments that closely resemble the production setup are created using technologies such as virtualization and containers. Configuration files are managed using version control systems to ensure uniformity within the team and to make easy rollbacks possible in the event of errors. With Continuous Integration (CI) and Continuous Deployment (CD) pipelines streamlining the development process, automation is another essential component of the DEV environment. Effective data management is also emphasised in this setting, where testing is done using data masking and mock data generation techniques. This is the environment that our team would use for the PoC (proof of concept), demos, and mostly any other tasks because in this environment, the risk of compromising the system is the lowest, although on downside is that the data availability is low.

The TEST environment or Staging environment is where quality assurance (QA) teams conduct comprehensive testing of the software. To minimise discrepancies and identify problems early, this environment should closely resemble the production environment. Here, QA teams concentrate on maintaining consistency in the environment by utilising comparable hardware, software, and network configurations to closely mimic production. Test automation, efficient test data management, well-organized test suites, regression testing, performance testing, and cooperation amongst QA teams, developers, and other stakeholders are among the essential procedures in this setting. Before proceeding to the next phase, QA teams can ensure that the software satisfies quality benchmarks by conducting comprehensive and insightful testing in this environment. Moreover, this is the environment where I did most of my testing, and it is the place where I would need to be extremely careful and throughout with any testing properties, since if there are still bug remaining in this environment, it is most likely that the bug is available in the PROD environment as well.

The software is deployed and made available to end users in the PROD environment. It is the most crucial environment, requiring disaster recovery plans, high availability, scalability, security, and monitoring. The distribution of incoming traffic through load balancing, continuous service availability through failover strategies, frequent security audits, vulnerability assessments, thorough monitoring and logging, real-time monitoring for timely issue identification, centralized logging for effective troubleshooting, and disaster recovery plans are examples of best practices in the PROD environment. To maintain critical operations during disruptions, this environment also highlights the significance of backup and restore plans and more comprehensive business continuity measures. Usually I don't use this environment for my daily testing to as a good practice to ensure data

accuracy and integrity. I only use data in the PROD environment for tasks that require real data and troubleshooting such as reporting and end-user's support.

3.3 Observation week 3 (September 18 – September 22, 2023)

Monday 18th September 2023

Today I have 2 meetings: one daily meeting and a meeting where we discuss the upcoming project for the training concept. My goals for today are the following: Coordinate with the Scrum Master of Work Force management team on the Deployment of the flow (since the Solution Manager is on leave), Deploy the flow to TEST environment, attend the training concept meeting and finally test some tickets that has been assigned to me from Slack.

With the deployment, since both me and the Scrum Master are unaware of how to deploy the flow, I brought this question up to developers and the Developer enlightened me on the "change set" process, I'll further discuss it in the weekly analysis. The deployment encountered some difficulties at first, but through collaboration with the developer, we investigated the problem, initially suspecting a problematic flow element. Despite previous setbacks, the flow is successfully deployed. During the training concept meeting, we discuss the training concept, its goals and requirement on the high-level. Despite the intimidating presence of high-level executives, I mustered the courage to express my thoughts, contributing significantly to the discussion. This was a personal victory that boosted my confidence in professional settings.

All the goals that have been set for the day has been achieved. I felt a sense of professional development as I reflected on the day's activities, having actively engaged with advanced project management tasks, developed my problem-solving skills, and navigated the dynamics of high-stakes communication.

Tuesday 19th September 2023

Today I have two meetings: daily call and alignment call. The goals for today are: Retest the flow in TEST environment and create a Salesforce report to support a business decision. Our goal was to develop a plan based on these reports to determine the number of additional licences needed as the company grows. It became clear that our current licence quantity was insufficient.

In retrospect, the day was highlighted by a significant contribution to a strategic business decision, the development of technical skills within Salesforce reporting, and the thorough testing of our system. Each activity provided an opportunity for me to improve my technical skills covering both Salesforce and Usability development goals.

Wednesday 20th September 2023

Today I have 3 meetings: daily meeting, a meeting to onboard the new Solution Manager and a 3-hour long meeting that all the business unit's development teams introduce what they have developed and major changes to the system that they are responsible for. Since today meetings takes most of the time, therefore my goal for today is to actively participate during the meeting, as well as modifying the Salesforce report based on the Business SME requirements.

Regarding the Salesforce reporting task, the report was used for supporting a business decision, which I'll discuss the Salesforce Filter Logics later in the weekly evaluation. The highlight of the day is the business unit development teams meeting this meeting illustrates the meticulous planning and coordination that is typical of large corporations with multiple departments, systems, solutions, and databases that are connected to each other. This has provided me an insight that I shall need to further elaborate my network and knowledge within the company to be able to understand other system and business processes that are related to my work.

Reflecting on the day work, efficiently and swiftly satisfying report requirements represented a small but significant victory in data management and Salesforce technical skill. Furthermore, my ability to communicate system functionalities effectively to our new Solution Manager demonstrated my growing communication skills. And attending the monthly meeting not only kept me informed, but it also inspired me to see the results of our combined efforts.

Thursday 21st September 2023

Today I have lots of meetings, five in total, meetings topics are the following: daily meeting, a meeting to continue with the Solution manager onboarding, a new project introduction meeting, a meeting with the key-users and a meeting with the developer so he can guide me through the technical details needed for a task. Since I have quite a busy day with meeting, my goals for the day were mostly focusing on preparing and be active in those meeting.

An end-user asked for support today, I quickly help him the address the situation since the issue he have seems to be easy to solve, but it requires actions from the support team as I don't have permission. Therefore, I contacted the support team, and the issue was quickly solved. During the introduction to a new project call, during which a colleague shared the most recent updates on her project. The meeting with the key users which will occurs every sprint are extremely lively today. With numerous new features set to go live, the meeting was understandably lengthy. The lively debates and wave of questions demonstrated the users' strong interest in and importance of these updates. During the quick meeting with Developer A1, he highlighted the process of using separate objects for reporting rather than the main object—a good SF practice.

Reflecting on today's events, I realise how far I've come in my professional development. Assisting a user alongside the support team improved my problem-solving abilities, and guiding the new Solution manager through the system improved my teaching and communication skills. Participating in various meetings increased my understanding of the bigger picture of our project and the value of teamwork. My technical knowledge was advanced by the developer's insightful discussion about reporting. Each of these experiences aided in the development of my expertise and confidence in my role.

Friday 22nd September 2023

Today, I have 2 short calls with Developer A2 and the Product Owner. My goals for today are to do the testing for the Sales BOMs (Sales bill of materials) testing and prepare for the upcoming deployment on Monday.

Regarding the Sales BOMs testing task, I did the testing and quickly identified a finding, in this task I will check the integration between Salesforce and SAP by executing Usability testing and monitoring the data flow using a separate software called Vision, I will explain the software and the process of monitoring the data flow further during the weekly evaluation. After that, my focus shifted to prepare a comprehensive testing plan the upcoming deployment. This development, which included all aspects of the system, required extensive and meticulous testing.

Today's absence of meetings allowed for more focused work, particularly in Usability testing and troubleshooting. The experience improved my problem-solving abilities as well as my understanding of complex system functionalities. It also emphasised the importance of collaboration and effective communication in resolving technical problems. This day of intensive engagement with various system aspects was critical in honing my technical expertise and collaborative skills.

Week 3 evaluation

My professional journey during this week was marked by significant growth in project management, strategic communication, and technical proficiency. The experience was diverse, ranging from technical deployment challenges to strategic decision-making in high-stakes meetings. This weekly analysis delves into the key aspects of my role, evaluating the learning curve, the challenges overcome, and the strategies implemented for effective problem resolution and contribution to business goals.

The start of the week was marked by a critical challenge in deploying a flow to the TEST environment, an important task that required collaboration with the Scrum Master and the development team. This task was especially difficult due to the absence of the Solution Manager and our initial

lack of understanding of the change set process. The scenario demanded rapid acquisition of new skills and an adaptive approach to problem-solving, which aligned with the principles of Agile methodologies, which emphasise flexibility and continuous learning (Schwaber & Sutherland, 2020). Interaction with the development team not only facilitated a successful deployment, but also highlighted the importance of cross-functional communication in Agile environments, a key driver in modern project management (PMI, 2017). Despite initial challenges, the successful deployment after addressing permission issues demonstrated effective teamwork and resilience in dealing with unforeseen challenges.

The task of creating a Salesforce report to aid in a critical business decision provided an opportunity to hone my technical abilities. The difficulty was in creating a report that accurately reflected user requirements, especially in a fast-paced business environment where user roles and regional affiliations were constantly changing. The use of Salesforce Report Builder and the application of advanced report filters and logic demonstrated my growing Salesforce expertise, which is a highly sought-after skill in today's business landscape (Salesforce, 2021). The task not only improved my technical knowledge but also significantly influenced a strategic business decision, emphasising the importance of technical skills in driving business outcomes. The successful completion of the report, which covered all user requirements, demonstrated my ability to comprehend and respond to complex business needs, which is a core competency in the field of business analysis.

This week, I spent a lot of time testing the flow in the TEST environment and fine-tuning the Salesforce report. The comprehensive system testing procedure was both careful and informative. According to Automation World blog by McGreevy (2018), properly executed tests are critical to ensuring that the system does not encounter problems during startup and operation. This is consistent with the industrial automation concepts of Factory Acceptance Testing (FAT) and Site Acceptance Testing (SAT), which emphasise the importance of thorough testing prior to deployment. In my role, this entailed conducting a thorough examination of the system's functionality and identifying potential problems before they impacted the operational environment. This week's testing not only confirmed the system's readiness, but it also improved my understanding of its complexities. This detailed testing process was instrumental in foreseeing potential problems, thereby preventing future operational disruptions.

This week, I was responsible for the onboarding of the new Solution Manager. This task entailed effectively communicating system functionality and ensuring the new member was proficient in our procedures. According to ClearPoint Strategy (2023), effective communication is a critical component of project management that necessitates the transfer of information with clarity and finesse. During the onboarding process, it was critical to ensure that the Solution Manager was fully

informed about system functionalities, as clear and visible communication is critical in agile project management methods. This not only aided the new team member's transition but also reinforced my role as a knowledge bearer and communicator within the team. The experience underscored the significance of effective communication and knowledge sharing in ensuring seamless team integration and operational continuity.

Participation in the meeting of the business unit development teams provided an invaluable opportunity to gain insights into the larger organisational strategies and operations. This meeting, which included presentations from various development teams, provided a comprehensive overview of the company's technological advancements and system updates. In large corporations, such meetings are necessary to ensure alignment and understanding across multiple departments and systems. Although challenging due to my relative freshness to the company, my experience in this meeting highlighted the importance of expanding my network and knowledge base. Understanding the interdependence of various systems and business processes is essential for comprehensive project management and contributes to more informed decision-making and strategic planning.

The meeting with key users, occurring every sprint, was a dynamic forum for discussing the latest developments in our system, these discussions are more than just routine updates; they are critical for project planning and team collaboration. These meetings, which cover a variety of topics such as progress reports and idea generation, are critical in keeping all stakeholders aligned and up to date on the project's progress. The lively debates and extensive user participation demonstrated their vested interest in the updates, highlighting the critical role these meetings play in ensuring stakeholder satisfaction and involvement. Another insightful meeting is with Developer A1, his insights into the use of separate objects in Salesforce for specialised reporting were eye-opening. This strategy is consistent with best practises in software development, in which modular and specific components improve system functionality and maintainability (Pressman & Maxim, 2015). This interaction taught me not only about a specific technical aspect, but also about the broader principle of system design that prioritises efficiency and scalability. This knowledge is essential for anyone involved in system development, and it will undoubtedly shape my approach to future projects.

An unforeseen request for assistance from an end-user, followed by coordination with the support team, was an unexpected but significant aspect of my role. This experience not only sharpened my problem-solving abilities but also demonstrated the importance of being adaptable and responsive to immediate project needs. To find solutions, effective problem-solving in project management often requires quick thinking and collaboration with multiple stakeholders (Kerzner, 2013). Another similar experience with user support was guiding the new Solution Manager through the system. This was more than just a knowledge transfer; it was an exercise in mentorship and leadership.

Effective project management leadership involves providing team members with knowledge and confidence (Kerzner, 2013). I ensured not only her understanding of the system but also her comfort and proficiency in using it by scheduling a follow-up session to monitor her system usage. This proactive approach to mentorship is critical in developing a competent and confident team, which is required for any project's success.

My participation in the testing and preparation of Sales Bill of Materials (BOMs) for an upcoming deployment was a critical exercise in system analysis and preparation. The testing process, particularly the integration of Salesforce and SAP, necessitated a combination of usability testing and data flow monitoring, a task requiring a high level of technical expertise and attention to detail. The discovery of a missing value in the Salesforce interface turned out to be an opportunity to collaborate closely with Developer A1 to understand the complexities of data integration between systems. This collaborative effort emphasises the importance of cross-functional teamwork in technical problem solving. Another major task was creating a comprehensive testing plan for the upcoming deployment. This entailed not only using standard user cases and test scenarios, but also focusing on reproducing previously discovered bugs. The ability to plan and organise testing efforts is critical to the successful implementation of complex software systems.

3.4 Observation week 4 (September 25 – September 29, 2023)

Monday 25th September 2023

Today I have one meeting which is the daily meeting. I have 2 main goals: retest the edit currency feature after Developer A1 has deployed it to PROD, the second goal was to test a ticket that Developer A2 has developed.

Developer A2 has finished his development for a feature that allows the user to add and remove the fields in the salesforce record straight from the UI, we call it the “multiple POs (purchase orders) fields”, and I’ll test that feature today. The deployment of the edit currency feature was completed successfully after lunch. The rest of the day was spent thoroughly testing the ticket in PROD. Fortunately, there were no major issues, only a minor and insignificant numerical deviation which I’ll explain further in the weekly evaluation.

Today demonstrated the importance of post-deployment testing in PROD. My ability to effectively coordinate with team members, manage testing processes, and identify the significance of issues has improved, solidifying my role as a competent and- adaptable team member.

Tuesday 26th September 2023

Today I have 3 meetings: the daily meeting, an alignment call, and a meeting where the Line manager shall introduce the team to a new development that we have planned to develop in later sprints. I have 2 goals for today, to finish with the Edit currency feature reporting, and to understand the new development that shall be introduced to the up-coming sprint, its impact into the system and business processes.

The new development project involving SAP ERP integration. My previous academic exposure to SAP ERP sparked my interest, as it presented an opportunity to apply theoretical knowledge to practical scenarios. Regarding the Salesforce reporting task, I have certain difficulties navigating through all the technical details, records, elements, and entities within the enterprise system, it took me a while to understand those. Additionally, I spend most of the time to do research on how to execute the task because of the complex requirements data points that the report needed to cover, I'll explain this task further during the weekly evaluation.

The activities of today highlighted the importance of in-depth knowledge and versatility when dealing with reporting tools. Taking on the challenges with the Salesforce report helped me improve my analytical and problem-solving skills. Recognising my testing abilities in the upcoming SAP ERP project was a significant professional achievement. It reinforced my understanding of the importance of continuous learning and adaptability to new challenges.

Wednesday 27th September 2023

Today I have two meetings: daily call and a meeting with two developers to coordinate about a major bug that is related to very complex area of the system. My goal for today is to do testing for the Multiple PO field ticket and the testing of Sales BOMs and coordinate with developers on the bug.

Developers has stated that a Salesforce custom component has been causing the issue. The complexity lays behind the custom component is with the fact that it related to both custom configuration of Salesforce and SAP integration and so on. Moreover, this component has always been one of the core features in our system and has been developed quite some time ago, before the time that the developers join our team. This feature is related directly to the testing that I have with the Sale BOMs testing; therefore, it is crucial not just identifying errors but also about understanding their underlying causes and potential solutions. The sessions with the developers gave me valuable insights into system functionality, and the analysis work sharpened my analytical skills. The completion of the testing tasks confirmed my abilities in thoughtful system examination and error identification, both of which support my professional development regarding Testing domain.

Thursday 28th September 2023

Today I have two meetings: one daily call and one alignment call. My primary goals for today were to work on the OA report, test Developer A1 new UI changes, finish testing Multiple POs, address the Sales BOM, and update the GTCs.

During the alignment call, while illustrating the flow, an unexpected error occurred, posing a challenge that had not been anticipated because there had been no recent changes to the flow. This issue highlighted the constantly changing nature of software development and the importance of problem-solving responsiveness. Multiple PO testing was completed successfully with no errors discovered, and the Sales BOM was addressed, though it raised some points for further discussion. Today was a mix of successful task completion and unexpected challenges. Completing the testing of Multiple POs and dealing with the Sales BOM improved my technical skills, especially in understanding the complex interplay of our system's components.

Friday 29th September 2023

Today I have two meetings: A meeting with the new Solution Manager, and a catchup call with my Line Manager. The primary goals for the day were to walk the new solution manager through the system, finalizing the report for the WF management team, and move the Sales BOM ticket testing forward.

The meeting with the new solution manager was informative. Her insightful questions, as well as my ability to respond to them, demonstrated the effectiveness of our collaboration. This interaction not only assisted her but also reinforced my knowledge of the system. The weekly catch-up with the line manager allowed us to align on goals and progress, ensuring that my work was in line with the team's overall goals. My lack of familiarity with the WF product made understanding its data points and model difficult. I determined the availability of most data points required for the report through discussions with the scrum master. However, one critical data point was missing, so we had to settle for a less optimal but currently available alternative. This decision highlighted the complexities of Salesforce reporting as well as the need for data management flexibility.

Week 4 evaluation

The analysis this week discusses the difficulties of comprehending and reporting within a complex enterprise system such as Salesforce and summarises several important testing procedures. A careful focus on testing new features, overcoming system constraints, and improving report generation capabilities characterized the time. These experiences sharpened my technical skills and provided insightful knowledge about the subtleties of reporting and system functionalities. Throughout the week, we applied theoretical knowledge to real-world situations, showing how a project manager's role in a fast-paced technology environment is always changing.

Testing of the "edit currency feature" and the "multiple POs fields" feature initiated the week. It took accuracy and close attention to detail to test the edit currency feature in the PROD environment, which was a crucial task. The team's agreement that the small numerical deviation that occurred during the testing phase was within an acceptable range emphasized the value of software testing. This situation is consistent with Dumas's usability principles, specifically the idea of error tolerance and prevention (Dumas, 1993). Efficient workflow and resource prioritization depend on the ability to distinguish between serious mistakes and small deviations that have no impact on functionality. The testing procedure confirmed how crucial thoroughness is in a production setting and point out that functional defects' detection should not be the only goal of software testing in a production environment; usability in real-world scenarios should also be evaluated. This was demonstrated by the "edit currency feature" experience, which required a delicate balancing act between the pursuit of perfection and the recognition of realistic software development limitations and real-world scenarios.

There was an interesting Salesforce reporting challenge in the latter part of the week. The assignment involved coming across a complex network of technical specifications, documents, components, and entities in the enterprise system. This encounter really put my capacity to comprehend and use complicated knowledge to the test. Understanding the specifics of Salesforce's reporting tools is essential for producing meaningful and insightful reports. Despite running into issues with the field history object, my attempt to use Salesforce reporting to answer business inquiries was a test of my flexibility and problem-solving skills. One of the most important lessons I learned was the constraint I ran into with Salesforce's field history object, which prevented me from using a join report type. As Kerzner (2013) discusses, this experience aligns with the idea of system limitations and the need for innovative problem-solving in project management. The dynamic nature of managing software projects was demonstrated by the difficulty of adjusting to system limitations while still trying to meet business requirements. It required a thorough comprehension of the features of the Salesforce system as well as the ability to consider potential solutions strategically.

In the middle of the week, a crucial team effort surfaced concerning a sophisticated defect in a Salesforce custom component that is essential to processing quotes. The complexity of this component was increased by its direct connection to SAP integration and Salesforce custom configurations. These kinds of circumstances necessitate a thorough examination of the system's architecture to identify the root causes of the bugs as well as their precise behaviours. This was especially difficult because the component was there before the current team was formed, which emphasizes how crucial it is for software developers to understand legacy systems. During these sessions, I moved from primarily testing the Sales BOMs to taking on more analytical and diagnostic responsibilities. In addition to troubleshooting, the conversation with developers focused on comprehending

the larger system interactions. Understanding the systemic interactions is crucial for effective problem-solving in IT projects, as stressed in Schwalbe's "Information Technology Project Management" (1999). The conversations gave me priceless knowledge about how the Salesforce system works, which influenced how I approached the testing tasks that came after. My technical skills were improved by this experience, particularly in collaborative problem-solving, which is an important part of professional development.

One of the most important parts of my week was my interaction with the new Solution Manager, where I monitored the system and gave live training. The value of mentoring in the tech sector was highlighted by this insightful mentoring session. This is especially true given the frequent introduction of new tools and technologies that developers must learn. I was able to reinforce my own understanding of the system and help the new Solution Manager grasp it during this session. Mentoring can help people while strengthening one's own understanding, which is a double benefit that demonstrates its transformative power in professional development. Furthermore, mentoring goes beyond teaching people new skills; it also involves assisting them in navigating the complexities of the tech sector and keeping them ahead of the curve in a field where learning never ends. In addition to teaching the system's functions, my mentorship role involved offering insights into the complexity of project management and system analysis, two skills that are essential in our industry.

There were special difficulties in creating a Salesforce report for the WF (Workforce Management) team. The organization and contextualization of data in Salesforce was one of the biggest problems. One of the most common problems with Salesforce reporting, as Carvalho (2017) has pointed out, is the absence of context, which occurs when Salesforce data is not combined and examined holistically with information from other sources. Because Salesforce data is isolated, I found it difficult to make well-informed decisions during my task, demonstrating this lack of context. The complexity of Salesforce as a system presented still another difficulty. A common problem is an inability to locate information when needed and the difficulty in extracting and analysing relevant data points. My attempts to navigate Salesforce's technical details and entities made this obvious. The difficulties I encountered became worse by Salesforce's system inadequate reporting documents, which left many users unsure of which reports to create and how to do so efficiently.

My weekly catch-up with the line manager was essential in helping me align my personal objectives with the team's overall goals. The essence of strategic communication in project management is exemplified by these discussions, which align with Pinto's well-articulated topic in "Project Management: Achieving Competitive Advantage" (2003). Pinto emphasises that to make sure that personal responsibilities are in line with project objectives, managers and team members must communicate frequently. This alignment guarantees that everyone in the team is working towards the

same goal, which is essential for the project's overall success. These catchups also gave me a chance to hone my strategic communication abilities. Effective communication is essential to both project success and organisational health, as demonstrated by Lencioni in "The Advantage: Why Organisational Health Trumps Everything Else in Business" (2012). In today's quickly changing business environment, the capacity to discuss, articulate, and match personal tasks with organisational objectives is an invaluable skill. In addition to helping me understand the project's goals, my conversations with the line manager improved my ability to generate insightful, calculated discussion.

When I think back on the week's events, I can clearly see how much each task advanced my professional life. My participation in a range of project activities, such as mentorship, software testing, and strategic communication, has expanded my knowledge base and improved my comprehension of the intricate workings of project management. The previously mentioned experiences are consistent with the concepts presented by Kerzner (2013), highlighting the complex interplay between technical proficiency, strategic planning, and efficient communication, emphasizing the multidimensional nature of project management. My technical skills have improved, but so have my strategic thinking and problem-solving abilities because of the progression through various aspects of system analysis, strategic communication, and technical troubleshooting. A project manager must embrace this holistic development to gain a deeper understanding of the technical and managerial aspects of project execution. I now have a strong basis for approaching challenges in the future with a balanced approach that combines technical expertise with strategic understanding thanks to this week's experiences.

3.5 Observation week 5 (October 2 – October 6, 2023)

Monday 2nd October 2023

Today I have 2 meetings: daily meeting and a meeting with the Sales Development Manager to go over the finding regarding the Sales BOMs testing ticket. Today, I would need to leave work early to take care of a personal matter. My goals for today are to do the Sales BOMs testing and provide the finding with the Sales Development Manager.

Overall, the meeting went well, the finding was solid, and he will later coordinate it along with his team. Since the materials list that he has sent earlier is not the full list of the materials that needed to test, he has provided me with more materials and provide me clear instruction on how to proceed with them, as well as details that I would need to pay attention to. After that I contacted the Product Owner for approval to work with this ticket as it shall increase the work estimation of the ticket.

Reflecting on the goals today, I felt a professional development within the aspect of communicating technical detail to other colleague that were not familiar to the system. Moreover, I have identified a way of working that can be used to facilitates complex meeting, delivering the necessary information to the participant.

Tuesday 3rd October 2023

Today I have 2 meetings: daily meeting and alignment meeting. My goals for today are focus on the testing for the edit currency additional features, which I will test in the TEST environment.

My main goals for the day were to test several small tickets related to UI developments and system adjustments. These included testing the spinner in the Edit currency modal, displaying a red warning text in the same modal, retesting the rate in the Edit currency modal, and retesting the Edit currency feature in general. Each task, no matter how minor, was critical to the overall user experience. This comprehensive testing approach was essential, especially after the recent push to TEST, as it aids in catching any potential issues early on. Retesting is an important step in software development because it ensures that new changes or additions do not interfere with existing functionalities.

Each testing task aided my professional development by reinforcing my skills in critical thinking and systematic problem-solving. Moreover, as I was the person who is responsible for all the testing ticket within my team, I believe that it has given me an excellent opportunity to quickly advance in testing proficiency and a sense if professional responsibilities.

Wednesday 4th October 2023

Today I have 4 meetings: the daily call, alignment call, a meeting with Developer A1 and the Solution Manager, and a meeting where I do the quality check with the help of another department. My goals for today are the following: continue testing the tickets assigned to me, align new developments with the other team's solution manager, and participate in a quality check meeting for another department.

The meeting with the solution manager, who had returned from vacation, was critical for resolving unresolved problems, discussing release schedules, and coordinating team efforts. This coordination was critical in ensuring that our developments were in sync and that our communication with end users was effective. During my testing session, I discovered a bug regarding the Sales BOMs, this discovery prompted me to attend another meeting where I performed a quality check for a different department. The meeting was informative because it involved a system and quality control process that I was unfamiliar with. I discovered data discrepancies and, with the help of the

department head, determined that they could be the result of inconsistent test data. He advised me to seek additional testing assistance. The quality check meeting's tasks and approach will be further described in the weekly evaluation.

Today's tasks were exciting, and the learning opportunities were extensive. The quality control meeting was especially informative, introducing me to new aspects of system testing and data analysis. I appreciated my product owner's advice, which included effective strategies for streamlining the testing process and avoiding redundant work. This day reinforced the value of collaboration, adaptability, and strategic thinking in managing complex tasks and ensuring project efficiency. Moreover, expanding my proficiency in Testing skill, with the usage and understanding from various aspect and system integration.

Thursday 5th October 2023

Today I have 4 meetings: daily meeting, alignment call, sprint retrospective meeting and sprint planning meeting. Moreover, I attend a workshop where the company introduce the internal learning platform. The day revolved around the sprint review and retrospective, which is an important stage in our project management cycle. The session included a thorough review of all tickets on the board, as well as an assessment of our sprint goals and an analysis of our performance using various project management tools.

The workshop about the internal knowledge sharing platform was highly beneficial for me, giving me more understanding of the current knowledge sharing system and culture that we have in the company. This prompt to be highly beneficial for me in the future as we are having plans to execute the new user training concept which shall take place in a month.

Today's sprint review and retrospective were crucial in highlighting my growing project management expertise. My contributions to testing and problem-solving, as well as my participation in capacity planning, solidified my position as an essential participant in our team's success. This experience demonstrated the importance of continuous improvement and strategic planning in achieving project excellence.

Friday 6th October 2023

I took a sick leave since I fall ill because of the season change.

Week 5 evaluation

Reflecting on the week, my professional journey included critical tasks in system testing and collaborative meetings, providing a variety of opportunities for skill enhancement and strategic

engagement. This weekly evaluation delves into the details of these tasks, emphasising the technical, communicative, and analytical skills acquired, as well as their impact on the project's success.

The crucial task of finalising the testing for the Sales Bill of Materials (BOMs) kicked off the week. The procedure included meticulous testing result verification and a fruitful meeting with the Sales Development Manager. This meeting not only sped up the process, but it also ensured clear communication of findings and the procurement of additional materials for further testing. The ability to clearly articulate testing outcomes and negotiate additional testing requirements is critical in software project management, like Schwalbe's (1999) principles of effective communication in project management. My approach to this meeting, which was centred on efficiency and clarity, exemplifies a practical application of these principles. Furthermore, the PMBOK® Guide (PMI, 2017) emphasises the importance of quality control processes in project success, emphasising the need for accurate and comprehensive testing in software projects. This project demonstrated the value of thorough testing and effective stakeholder communication in software development projects.

Vision and SAP Fiori are two different systems that are used in the quality check meeting I went to for another department. Both are essential for evaluating the data flow and content of the Sales BOMs materials. I carefully monitored the data flow in Vision between the SAP test system and Salesforce, which is essential for guaranteeing smooth integration and consistent data. My contribution to identifying the difference between data of material prices and regional particularity of each data set that is in SAP was crucial. While I could navigate the SAP system, I lacked the level of proficiency necessary to handle the complexities of a large corporation's SAP system with confidence. As such, it was a strategic choice to work with a colleague who was more proficient in SAP. While having two people involved may have seemed inefficient at first, the distinct expertise that each of us brought to the table meant that this collaboration was fundamentally beneficial. While my colleague had direct access to the SAP system and a deeper understanding of the workings of the corporate system, I could track data flow using Visio with ease. She was unaware of my areas of expertise, which were the specific testing properties, the required materials, and the business logic integrated with Salesforce. This combination of my knowledge of the materials and how regional pricing varies for them and her expertise with SAP allowed for a thorough investigation. We could have taken a different approach, such as me getting access to SAP and carrying out the investigation on my own, but this would have taken more time and possibly been less successful given my lack of experience using SAP.

According to Tom DeMarco and Timothy Lister in "Peopleware: Productive Projects and Teams" (DeMarco and Lister, 2013), this scenario is an outstanding example of successful teamwork in a

challenging technical setting. The writers stress the importance of teamwork in project environments, especially when team members each bring unique skills and strengths to the table. In our instance, the synergy between my colleague's expertise in SAP and my grasp of Salesforce and Vision demonstrated the effectiveness of teamwork in solving problems. This methodology not only accelerated the resolution process but also guaranteed a more comprehensive and precise quality assessment. Our cooperation was a great development opportunity itself, emphasizing the value of accepting one's own limitations and utilizing one's others' strengths. It reaffirmed the idea that productive teamwork frequently produces more successful and efficient results, particularly in technically complex and diverse environments. The experience served as evidence of the benefits of cross-functional teamwork in today's quickly changing corporate environments as well as the usefulness of collaborative synergy in problem-solving.

The following days were spent extensively testing various UI developments and system adjustments in the TEST environment. Each component, whether it was the spinner in the Edit Currency modal or the retesting of the Edit Currency feature itself, played an important role in improving the user experience. The level of detail required in this phase of testing is critical, as even minor changes can have a significant impact on overall system usability. This methodical approach is consistent with Rubin and Chisnell's (2011) emphasis on the significance of user interface testing in ensuring a positive user experience. My participation in this process not only enhanced my technical knowledge but also increased my sensitivity to user-centric design considerations. The comprehensive testing approach used here was critical in identifying potential issues early on, reaffirming the importance of retesting in software development as a means of preventing functionality disruption.

My meeting with the solution manager, who had just returned from vacation, was the highlight of the week. This meeting was critical for coordinating our team's efforts with the larger organisational goals and resolving outstanding issues. Such coordination is critical in software project management, as Heldman (2018) emphasises the importance of aligning team efforts with organisational goals. This meeting also highlighted the critical role of effective communication in project management, highlighting how strategic discussions can have a significant impact on project trajectory and outcomes. Furthermore, my participation in a quality control meeting for another department provided me with a unique perspective on system testing and data analysis. This interaction broadened my understanding of system functionalities beyond the scope of my immediate work, demonstrating the interplay of various system components and their impact on overall project quality. This experience aligns with Kerzner's (2013) principles, which emphasise the importance of understanding project interdependencies and their impact on overall project success.

The week ended with my participation in a sprint review and retrospective, a critical stage in our project management cycle. This procedure entailed a thorough examination of the sprint's progress, assessing both individual and team performance. As mentioned by Schwalbe (1999), the use of project management tools such as burndown and velocity charts were critical in this assessment, allowing for a data-driven evaluation of our progress and areas for improvement. Kim Heldman describes the retrospective in "Project Management JumpStart" (2018) as "essential for continuous improvement and learning within teams, providing a reflective lens on our practises and processes." Testing-wise, this sprint was especially successful. I helped develop and test a few things, such as figuring out how to replicate a scrollbar issue which has been a troublesome bug that hasn't been solved for a while and helping with the business license report. These assignments demonstrated my capacity to successfully support a range of project needs. The flow task, which had made it to TEST but not PROD, was one area that could be improved upon. We also went over the action items from earlier sprints again. The satisfaction thermometer is an interesting tool that infused our conversations with interest, as it prompt additional feedback by the team member in an informal way, making everyone comfortable while providing constructive feedback. Another highlight of the meeting is the capacity planning for the upcoming sprint, the session came to an end. To assign work effectively, we gave careful thought to each team member's availability, considering non-development activities, vacations, and probable absences from the office.

The week included a workshop on the internal learning platform, which helped me understand the company's knowledge-sharing system better. This experience was invaluable, particularly considering upcoming training initiatives, and it emphasised the importance of continuous learning and adaptation in a dynamic project environment, a concept reinforced by Verzuh (2015) in "The Fast Forward MBA in Project Management." I had a profoundly improved understanding of the company's knowledge-sharing system by attending the workshop on our internal learning platform. The insights from this workshop are very important, particularly regarding the future concepts for user training. According to Brassey, Christensen and Van Dam (2019), the changing nature of employee roles and the growing demand for reskilling and upskilling reflect the transformation of the current global workforce. The workshop emphasized the value of blended learning approaches that combine in-person instruction with digital learning. This is in line with the trend wherein workers are using digital platforms to take more control over their professional development rather than depending exclusively on prearranged training sessions.

3.6 Observation week 6 (October 9 – October 13, 2023)

Monday 9th October 2023

I continue my sick leave since I fall ill because of the season change.

Tuesday 10th October 2023

Today I have 2 meetings: daily call and alignment call. I have 2 goals for today: initiating on a new ticket and the test a small ticket that has been pushed to the TEST environment on Monday.

During the meetings, developers have coordinated on their deployment schedule during the next few days, so I can start preparing and scheduling my test plan. After that I started to work on a brand-new ticket that I have on Jira. About this task: the goal of this task was to clean up the GTCs, in this task I will collaborate with the Business SME. there are general terms and conditions (GTCs) documents that is available in the system, with the system, the user can select which GTC to use and automatically attach it in the offer. But the situation here is that there are lots of GTCs available in the system, some of them might not be relevant or outdated, therefore my tasks was to coordinate with the legal consults with the help of our team business SME to clean up the GTCs in the system. All the goals of today have been well satisfied. Improving my proficiency in Testing skills and data management.

Wednesday 11th October 2023

Today I have 2 meetings: the daily meeting and the alignment call. My day's tasks centred on continuing the analysis of the GTCs (General Terms and Conditions) from various sources.

Following the meetings, my primary focus was on the GTCs analysis. This task entailed gathering GTCs scattered across multiple sources, a difficult task given the lack of consistency and visibility in the process used by users. My goal was to centralize all necessary and active GTCs within the Salesforce system, a step towards streamlining and organizing our resources more effectively. And it seems that since the introduction of the Salesforce system and the GTCs attachment feature (which has been developed before my time) has increase the number of end-users that uses the GTCs within the Salesforce system. I used Excel as a centralised repository for all GTCs. The use of Excel facilitated sorting, comparing, and identifying discrepancies or overlaps among the GTCs, making the analysis process more manageable and effective.

My Excel approach demonstrated a practical solution to a difficult problem, reinforcing my skills in data management and system optimisation. The activities of the day supported my professional development significantly, particularly in the areas of coordination, analysis, and strategic problem-solving.

Thursday 12th October 2023

Today I have 3 meetings: daily meeting, alignment call and a meeting with the Business SME. Today my goal was to have the meeting with the Business SME about the GTCs analysis and try to finish the Sales BOMs testing task.

I've discussed with Product Owner A, and I won't be spending more time on the Sale BOMs ticket, therefore I would need an approach to save time and effort on testing. The approach which I chosen will be discussed further during the weekly evaluation. During the meeting with the Business SME to discuss about the GTCs clean-up task. We have reviewed the finding together and we have come to a conclusion that we shall need to include the legal consults in this tasks since there are multiple GTCs that are missing from the system and we need to agree which GTCs to be included, I would expect this to be quite a large task since the general terms and condition of the company are varies between each business section, product/service that the company provides and the region that the GTCs based of.

Friday 13th October 2023

Today is no-meeting Friday, I don't have any meeting, therefore I'll focus on the pending tasks that I have and update the documentation of Jira ticket in more detail. My goal for the day is to retest the tickets that the Developer A2 have deployed to the Test environment. There are a total of 6 tickets pending for testing, because I have tested those ticket before and I have a clear understanding of the testing properties along with the reproduction steps that may leads to the error. With that, I was able to retest all those pending ticket quickly.

After that I spend some time to finalize the finding that I have regarding the testing of the Sales BOM and contact the Sales Development Manager who requested for it. I've informed him about the materials and record that have issue, he wanted to have a meeting on Monday to go through it. But since I was only able to test most of the integration, the last integration I'm still waiting for input from the other colleague, I told him that I'll reach out to him later when the testing has been done, and I will schedule the meeting then.

Next, I was included in a meeting where there is the Solution manager, Developer A1 and Developer A2, in this meeting we go over the finding that the Solution Manager found on Tuesday, I was here to support with the testing since I got a clear understanding of how would an end-user use the system and I can support with figuring out a way to reproduce the error. After a while we found out that the error occurs because of a back-end code logic conflict.

Week 6 evaluation

Reflecting on the past week, I can see how a mix of challenges and successes shaped my professional journey. This week's progress began unexpectedly because of illness and finished with a period of intense teamwork and delegated work. This assessment highlights my ability to adjust to unanticipated events, how I've changed as a team member, and how I've improved my project management and testing abilities.

I had to take a sick leave at the beginning of the week because of a seasonal illness. Even though I had to miss work for health reasons, there was unavoidably a backlog of things I needed to do. In project management literature, the idea of workload management in the face of health-related disruptions is extensively addressed. Unexpected absences require a project manager to reevaluate and realign the project's resource allocation and timelines, according to the PMBOK® Guide (Project Management Institute, 2017). To maintain with these guidelines, I had to reevaluate my weekly objectives and tasks when I returned, underscoring the value of adaptability and resiliency in work environments.

When I returned to work on Tuesday, I had a busy day ahead of me because I had three meetings scheduled: the daily call, an alignment call, and an unforeseen extra meeting. This scenario demonstrated how difficult it can be to oversee a flood of meetings while keeping up with set objectives, such as opening a new ticket and testing a small ticket in the test environment. According to research on efficient meeting management (Rogelberg, 2019), professionals who are successful pick a balance between attending meetings and putting in productive work time. In keeping with this, I made significant progress on the Jira ticket tasks regardless of the busy schedule I have for meetings. I gave the team an update on my health following my sick leave during the daily meeting, and I also learned vital details regarding the deployment timeline that helped me prepare for testing plans. I then started working on a new ticket that was about cleaning up the General Terms and Conditions (GTCs) documents that were stored in our system. Working together with the business specialist, this task required a methodical approach to optimize the system's GTCs, which is a confirmation of proficient project management and data analysis abilities.

By midweek, I was spending more time carefully going over the General Terms and Conditions (GTCs) in our system. To complete this task and streamline our documentation process, we had to work together with the business specialist. Sorting through many GTCs, some of which were out of date, and making sure that only relevant and up-to-date documents were still available presented a challenge. The application of the project management principle of using the right tools for effective data management was essential to this, I chose Excel as a tool for data organization and analysis. I was able to quickly classify, compare, and clean up the GTCs using Excel, which improved the analysis's accuracy while also saving time. My ability to successfully coordinate with the Business

SME and use Excel strategically demonstrated my increasing proficiency in handling complex data and working well in a team.

At first, routine meetings like an alignment call and a daily update took up Thursday's schedule. But this day was highlighted by a strategic turn when we decided not to hold the alignment call since Product Owner A1, an important stakeholder, was not present. The change emphasizes the importance of project management flexibility, which is a major point made in Schwaber and Beedle's "Agile Software Development with Scrum" (2002). The extra time was used to retest the Sales BOMs ticket and have productive discussions regarding the GTC analysis with the Business SME. This change in emphasis from attending meetings to actively managing tasks is an implementation of time management techniques from Covey's innovative book, "The 7 Habits of Highly Effective People" (2004). Effective time allocation and task prioritization are characteristics of effective project management, and they were crucial in helping us achieve our goals for the day.

Most of my time was drawn to retesting the Sales BOMs ticket. Retesting was essential to maximising the effectiveness of our project and guaranteeing that our system was accurate. Based on the ideas presented in Thomas A. Limoncelli's "Time Management for Systems Administrators" (2006), I took a calculated approach to optimise the testing procedure's efficacy. To identify and fix the inconsistencies in the system data, this required combining data from earlier tests with my colleague's guidance. The importance of efficient time management is emphasized by Limoncelli, particularly for technical jobs where juggling multiple tasks under time constraints is common. By approaching testing in a methodical and timely manner, I not only improved the quality of our project results, but I also showed that I am becoming increasingly adept at striking a balance between in-depth technical work and more general project goals.

One key activity of the week was the strategic planning for the GTC cleanup. This work involved careful data analysis as well as forward-thinking planning with legal consultations. The variety of GTCs across various business sections, products, services, and regions added to the task's complexity. To discuss the best course of action, I had to coordinate with the business specialist and get ready for a lengthy meeting with our line manager. In complex project scenarios, Berkun (2008) explains why strategic planning and stakeholder engagement are essential. He emphasizes how crucial it is for project managers to anticipate obstacles, plan, and communicate clearly. Applying these principles while navigating legal jargon, stakeholder expectations, and project constraints was demonstrated by my work on this task. My abilities in stakeholder management, legal compliance, and strategic planning within a project framework have all improved because of the experience.

Friday was a day without meetings, so it was a special chance to work very hard on remaining tasks. Accepting this peaceful setting, I spent the day retesting tickets that Developer A2 had sent to the TETS environment. Using my previous knowledge of the testing properties and reproduction steps, I was able to retest six pending tickets quickly. This reflected my developing proficiency in software testing and quality assurance, and it not only sped up the testing process but also improved the accuracy and dependability of the results.

A joint meeting with the Solution Manager, Developers A1 and A2, and a focus on a system error discovered earlier in the week took place in the latter part of Friday. Using my knowledge of how end users interact with the system, I helped to reproduce the error during this meeting, emphasises the value of cooperation and team learning when solving complex problems. We determined in our meeting that there was a logic conflict in the backend code that was causing the error. The collaborative highlighted the importance of group dynamics and collective intelligence in software project troubleshooting and problem-solving. My involvement in this process served as evidence of my proficiency with end-user perspective applications, a crucial ability in user-centred software development and usability testing.

3.7 Observation week 7 (October 16 – October 20, 2023)

Monday 16th October 2023

Today I have only one meeting: the daily meeting. My goal for the day is to focus on finalizing the User Guide update task.

About this ticket, this is a continuation ticket from the last sprint, since during the last sprint I already spend some time to check the user guide in general, but I couldn't finish it yet. Since the user guide hasn't been updated for a while so there are several of new feature and development to the system, new chapters shall be created and modification to existing chapters shall be done. Additional in this ticket, my job was to find a way to maintain the user guide more efficiently and address areas of interest to seamlessly maintain it in the future. I've created a list of new development and feature that shall be added to the system, also I have identified chapter that are no longer relevant to the user guide. After the work is done, the Product Owner will help me with reviewing the changes.

Tuesday 17th October 2023

Today I have three meetings: Daily meeting, alignment meeting and a meeting with the Development Expert of a different team, she wanted me to help her with creating mock data to support end-users with an on-going development of her team,

Today's alignment call was short as the Product owner couldn't attend it; therefore, our team's developers spend time to coordinate together on the upcoming push to TEST environment that they are planning to have during the evening so I can test them then or tomorrow when I have time. After I join the meeting with the Development Expert to go over the ticket. The objective of my task was to create test data to support her end-users, there are multiple requirements of the test data, the requirement was very specific and very detailed. For a big system in a company like Wärtsilä, which is an international company with multiple types of services and product to be cover. Therefore, the complexity shall be high, which I must do some research on how to create test data with highest quality, I'll explain it further during the weekly evaluation.

Wednesday 18th October 2023

Today I have two meetings: daily meeting, a meeting with the Development Expert to go over additional requirements for the test data. Today I have three goals:

Product Owner A1 has mention that I should put the use guide update task to a higher priority, it shall be helpful to have because she wanted to put it in the release note of the new developments that we have. Therefore, I would priorities that task over the test data creation task that I'm having. The Sales Development Manager who has requested the Sales BOMs ticket has contacted for status update and helped me to speed up the process. The additional requirement of the task from Development Expert was to add additional level of complexity to the test data, luckily these requirements don't overlap with the previous requirements therefore I was able to adapt relatively quickly.

By the end of the day, I managed to have all the main content of the user guide done as well as the update to all the content since we have multiple UI changes, I only some minor things to be added to the user guide tomorrow, the user guide is technically done and can be reviewed by the Product Owner A1.

Thursday 19th October 2023

Today I have two meetings: daily meeting and alignment call. My main goal for today is to finalize the test data creation task, as well as testing and troubleshooting a new feature.

Regarding the user guide task, I document my observation that I have with the user guide and suggestion for how we can maintain the user guide in the long run. I give my Product Owner updates about it, she said that she will do the release note tomorrow to communicate it with the end-users. Next, since I already got the steps that should be executed to generate good test data, so I was able to proceed with test data generation seamlessly. There was no issue regarding the creation,

but for one specific case, I required to do the data generation from scratch as there are no data availability in the database.

Friday 20th October 2023

Today I only have one catchup meeting with the Line Manager. Today I would need to leave work early due to personal matters.

After that I join the catchup meeting with the Line Manager, we don't have a chance to meet for three weeks so there are lots of things to be catch up. I love these kinds of meeting since I think it is very beneficial and bring up interesting insights, here we have a chance to bring up issue about both life and the work life, the discussion is informal, active, and exiting. These meeting always start with a small talk then we would discuss about the work in general, any new things that I learn during the week, or anything that I found difficult. Also is there any area of work that I need help with, in this meeting, I mention that I have some difficulties on the user guide update task, especially where to put the new developments in a way that it fits with the use flow. She said that I can consult the Project Owner and the Business SME about the User Guide for any future development that we shall have, and they are the one to decide the overall structure of the user guide and to maintain it in a way that it makes sense to the users.

Week 7 evaluation

During this week I have a chance to really focus on two main task which is updating the user guide and creating test data for the Development Expert team. I also do some small testing during this week as well. At first when I see those ticket and the task description, I thought that the task would be simple and not very exciting to go through. After I got exposure to them and started to do them myself, I found out that these tasks are quite difficult and requires lots of thinking and reconsideration. Also, since those tasks are something that I have no previous background of, I required to do some research to see which are the best approach that I can take to complete those tasks. I found that the most existing thing during this week is thanks to these two tasks, I got a chance to learn about new area of work that I never have a chance to expose to.

Firstly, about the creating test data for the Development Expert, this is something that I have never done before, which I didn't have any previous knowledge of. From my limited knowledge I always thought that test data for software testing is something that is easy to obtain and can be generated easily by some short line of code or a data generator. But later, when I do the task and start thinking about the system that we got, alongside with all the requirements for the test data, the method that I know are not relevant and couldn't be execute for those cases. Therefore, I went and do some research online, reading through articles and research, material about test data in general.

The requirement for the test data was to create multiple services offer from multiple different regions and set the owner of those services offer as the owner of those service offer. My goal in this task was to create data with the highest accuracy to provide the best testing result since it seems that in the plan, the testing period is short and the tester are limited, so higher the data quality, the better testing result that we can have. There are two ways that I can approach this task: creating Mock Data or Synthetic Data. Mock data is a set of fake data points that you can use to simulate the behaviour of your application (*Moshe, 2023*), while Synthetic data generation is the process of creating artificial data that mimics the features, structures, and statistical attributes of production data, while maintaining compliance with data privacy regulations (*Complete Handbook on Synthetic Data Generation | K2View, 2023*). For this task using Synthetic data would be more beneficial as there are limited time and test user available to test this functionality which means that the better the data quality, the better the test results.

To create test data for testing, usually we can use a test data generator, which is a specialized software tool that generates false or mock data for use in testing software applications (*Rouse, 2017*). But in this case, I don't have the available tool, so I manually create the data myself. I would need to go over several steps: Step one, run a quick Salesforce report to go over the data in the Test environment, the filters of the report can be used to filter out the reports that matches with the requirement of the needed test date, here I'll try to make the filter as specific as possible, with lots of business logic and multiple regional, services or product requirement as possible to filter out as much records as I can, this will provide me with the smallest list of record as possible. Step two, after the report has returned with the records, I'll need to check those record individually to find which are the records that shall have relevant data in the SAP system. Since the SAP system that connects to the Test environment doesn't have all the data of the production environment so only some of the records in the region shall have relevant data in SAP. Next as I'm not familiar with the situation of data availability in SAP for other regions, I contact another colleague with the list, and he gave me back the list of records that shall have data available in SAP for each of the region. Step three, after the records has been defined, I shall create Service Offer and link it to those records, here I also create some data on the Service Offers based on the requirements which was provided earlier. Step four, I'll repeat those three steps above for each of the region that is needed which is 7 regions in total. And lastly after all the data are ready, I'll assign the end-users as owner of it and they will receive notification for that, after creation the owner will automatically be me.

Here I learn what are the type of test data in software testing, how to they really matter and what are the reason that we can optimize them for specific types of software testing. Moreover, not just learning what are the type of test data there are, what are the characteristic of them, and the method that we can use to generate them, I was able to improvise using the knowledge that I

learned to fit best with the specific requirement and scenario of the task. To be able to do this task, my Salesforce reporting skill came especially handy in terms of supporting me to find good data and test data to replicate. I believe that this is the fruitful result of the newly developed Salesforce reporting skills that I got after joining the company and being able to understand the company process and data model.

Secondly about the User Guide updating task. At first, I didn't fully understand the importance of having a well-constructed User Guide for a software application because of many reasons. From a personal perspective I always thought that people don't really need a user guide since there will always be sessions and people who is used to the software will show them how to use it. But after the task and some additional research, I found that the user guide has a tremendous effect on software development and user training. A sophisticated and well-constructed user guide will exponentially be useful for a development team and the software end-users in various ways. For the development team, we can use it as a Requirement Specification (Berry 2001, 3) if it is well-constructed, it can help us really think how a user would interact with the system, understand their viewpoint, and shall create a truly functional and user-friendly software. Our application user guide or can be called as an application user's manual is something that our team has always been maintaining since there are multiple benefits that it brings to our development team, the company and all the end-user in general. My line manager is the one who has started creating the user guide after she has seen the benefit that it shall bring to our application and end-users. She has explained to me the importance of the user guide and after that I have done some research for my own interest to see what other intangible benefits the user guide has.

For the end-users, it brings even a more significant impact, the user guide can act as the first level of user support when they have issue regarding the system, they can figure out the issue by themselves without having to wait for response from support teams. Usually, users would attempt to take care of matters themselves before reaching out to a live representative, in the same situation with our user guide, we have conducted a survey and most of our users rely on the user guide or written documentation before they reach out for support when there is a matter related to the system, as a result after we have introduced the user guide, the number of inquiries to the development team and the support team has tremendously decreased..

Moreover, during our team development or when we wanted onboard a new member to our development team, we use the user guide as an additional source so they can understand the requirements of the system, the connection between multiple features and aspects of the product as well as to understand how an end-user will use the system. This will help us to understand the system significantly more efficiently, understanding the rationalities in other development and features and

most importantly, having the glimpse of how our end-user will approach and uses the system. This will be highly beneficial to our development team since we can develop the system in a way that it highly beneficial to the user and work seamlessly with the existing features. A user's manual is an ideal RS (requirement specification) in many cases because, if it is well-written (Berry 2001, 3). From my observation in the team, we have been using it in the same way as a RS since it is in a form that is easier to understand compares to the tradition form of RS, it is written in the level that the users see the system.

This has been an existing week with lots of newly obtained knowledge and personal development, but there are still areas of work where I can improve to make the quality of work higher and more efficient. The task that can be improved is the User Guide update task, in this task after I updated it, I didn't have a clear understanding of where the newly developed feature should be in the user guide so that it fits seamlessly with the user flow. I believe that I have a wrong approach to this task and how the user guide should be structured, at first the way that I have structure it is that focus more on showing what are the new feature, where the user can access it, what does it do and how will it be beneficial for the user work. But after the review and feedback from my colleague I believe to be able to create a user guide that it is beneficial for the user and the user flow of the guide goes seamlessly, I would need to visual the system in a bigger picture, instead of showing the feature one-by-one in different section, listing out its benefits and how it should work. I should visual the user guide as a full end-to-end process, each chapter from start to end explain and show the user how to use the system corresponding to their process. And for the new feature, I should be adding them in a way that it goes on as additional features of an existing process in the system, not a separate feature or process. Regarding this week task, one of the tasks that I found quite difficult is the User Guide update task. For this task I asked my Product Owner to help me review the instructions that I have added. Since I was new to team, the product and how the end-user works, sometimes I couldn't view the big picture of the whole business process.

3.8 Observation week 8 (October 23 – October 27, 2023)

Monday 23rd October 2023

Today I have 2 meetings: one daily meeting and a 4-hours long workshop where we discuss further on the training materials project. The main goals for today are the define my role within that project, then I need to end the day early to take care of personal matters.

Reflecting on the user training workshop, I recognise its significant contribution to my professional development, particularly in the areas of collaboration, communication, and instructional design. Participating in this workshop improved my ability to create engaging educational content, which is

an essential component of effective user training. Working in smaller groups improved my ability to actively listen, exchange ideas, and incorporate diverse perspectives, all of which are necessary skills in any collaborative setting. This experience has sharpened my ability to convey complex information in a user-friendly manner, which is an invaluable skill in any technology-oriented activities.

Tuesday 24th October 2023

Today I have two meetings: daily meeting and alignment call. These meetings were unusually scheduled back-to-back to accommodate a team member's schedule. My main priority for the day was to conduct usability testing for four new development tickets.

Today's activities, particularly the usability testing, have significantly aided my professional development in quality assurance and user experience comprehension. My participation in the alignment call, where I demonstrated the bug reproduction steps, reinforced my collaborative skills and my ability to bridge the gap between identifying issues and finding solutions. The day demonstrated my flexibility and dedication to ensuring the success of our development projects by allowing me to adapt to scheduling changes while remaining focused on my testing responsibilities.

Wednesday 25th October 2023

Today I have two meeting: daily meeting and a meeting with the Business SME after lunch break to discuss about two topics: the user guide update task and the GTCs cleaning task. My goals for the day are the following: Retest the bug that has been reported yesterday, review the GTCs and update the User guide. Developer A2 will have a push to the TEST environment, and he would need to disable a feature for a moment before lunch time, that feature is related to other tasks of the therefore I shall need to priorities and organize any dependence tasks.

My goals for the day have been met, today marks a significant growth of professional development. I improved my testing skills from the tasks and troubleshooting, service design skills by suggesting feature developments in the future. Moreover, I have a chance to learn more about the vast world of business and complex legal requirements within the GTCs review discussion. I've observed a significant development by an efficient update of the User Guide.

Thursday 26th October 2023

Today my schedule was filled with meetings, today I have 4 meetings in total: daily meeting, Alignment call, a meeting with the business SME to finalize the user guide update task, and the conference meeting where we meet all the key-users. Since today I was quite busy with all the meeting, it

seems that I won't be able to have much time for personal tasks, therefore my goals were mostly focusing on communicating and discussion with other team members.

Since after work yesterday, I think of another test case for the Item reordering feature, so I spend some time for testing today, and just as I expected, that feature to remove the work items has created an error in the sequence number. I quickly add that to Jira, and I'll coordinate about that with Developer A2 during the alignment call. On top of that I also added some suggestion that I have regarding the feature. Then I join the meeting with the Business SME to discuss the user guide update task, we have a discussion and plan for task in the future to maintain it more efficiently. After that join the conference meeting with all the end-users. The meeting was divided into 2 parts, the first parts is to present all the new development that the development team has developed during the last sprint, the second part is where we provide Proof of Concept (PoC) for the upcoming developments that we shall have, and the development team and key users can validate those features.

Friday 27th October 2023

Today I have two meeting during the day, the first meeting is with the Solution Manger and Product Owner A1, in this meeting we shall go over the requirements for the testing of an upcoming enhancement to a feature in the system. The second meeting is the weekly catchup meeting with my Line Manager, but then the meeting was cancelled since she is on a business trip. But then I have another meeting with the Business SME to go over a task.

During meeting with the Business SME she said that next week it would be nice if I can again do the whole process from start to end as an end-user, at the same time, tries to following the user guide while doing so, she believes with that we can identify sections of the user guide that has been left unchecked. She has created an additional ticket so I can work on this next week. After that I finalize my work, update all the ticket on Jira and end my workday.

Week 8 evaluation

A significant time in my career development has occurred during this week. It was defined by intense teamwork and crucial problem-solving activities. With a focus on two primary areas: my role definition within a critical training materials project and my active participation in a user training workshop—this weekly analysis seeks to capture the complex nature of my work. In addition to helping the project succeed, these experiences improved my professional abilities and comprehension of instructional design and team dynamics.

One of my main goals for this week was to define and clarify my role in the project of training materials. The goal of this large project was to create thorough and approachable training materials for the newest features and upgrades to our system. My involvement started with a thorough meeting that covered the project's goals, my responsibilities, and its scope. My responsibilities were outlined in multiple important areas, with the main emphasis being on developing interactive tutorials and tests that improve end users' learning experiences. My active participation in a user training workshop was the high point of the week. I had a great opportunity to put my collaboration, communication, and instructional design skills to use in this workshop. Because of the workshop's interactive format, I was able to interact with coworkers from various departments, share ideas, and help us all work towards the common objective of developing a successful training programme. I worked in a smaller group during the workshop that focused on creating interactive tutorials and tests. Our team's goal was to make the training interesting and educational while also considering the various learning preferences of our users. Another important factor was the use of digital platforms, which were intended to improve usability and accessibility. A presentation and feedback session followed the workshop, which was very helpful in helping us refine our concepts and make sure the training materials we were creating matched the needs of the users and the capabilities of the system. My professional development was aided by this team effort, especially in terms of developing my ability to produce user-centred instructional materials.

Finding and fixing a crucial bug in the equipment selection feature during the offering creation process took up a large amount of my professional attention this week. My active participation in this process demonstrated both my technical proficiency and my capacity to work well under pressure as this is a prioritized bug that is available in PROD.

The error in the equipment selection procedure was a complicated problem that called for a deep comprehension of the workings of the software as well as the possible effects that these bugs may have on the user experience. Dumas (1993) defined usability as a quality attribute that evaluates the ease of use of user interfaces and highlights the significance of user satisfaction, efficiency, and simplicity. These usability principles were seriously compromised by the bug, which appeared as an error message log when equipment selection and work item reordering were combined. My contribution to fixing this bug was twofold: first, I reproduced the bug to show the development team that it exists, especially for Developer A2, who at first had trouble replicating this issue. Secondly, my thorough explanation, which was based on the methodical approach recommended by Rubin and Chisnell (2011) in their work on usability testing, was crucial in helping Developer A2 recognize the issue and start fixing it. This incident brought to light how important it is to communicate clearly and accurately when demonstrating problems in software development, especially in agile settings where quick responses are crucial.

This week's completion of usability testing for four new development tickets was a noteworthy accomplishment. A systematic strategy was needed for the testing process, with a focus on identifying usability issues and evaluating the product's overall functionality from the viewpoint of the user. This is consistent with the ideas put out by Rubin and Chisnell (2011), who stress how crucial it is to ascertain users' requirements and preferences to improve product usability. My participation in this phase was essential because it strengthened my quality assurance abilities and expanded my understanding of user experience, in addition to helping to ensure the effectiveness and standards of our software solutions. Furthermore, my participation in the alignment call, during which I walked through the bug's reproduction steps, was evidence of my increasing proficiency in bridging the gap between problem identification and resolution. This exercise emphasized the value of a cohesive team approach to problem-solving in software development by highlighting the significance of collaboration and effective communication in a team setting. Which marks a significant point during my professional development, as I used to shy out and doesn't provide feedback very often due to the insecurity of having less experience.

According to Johnson and Johnson (1991), effective collaboration in a professional setting entail combining a variety of skills and viewpoints to accomplish a shared objective. During the alignment call, I offered a contribution that reflected this idea. I helped team members get a thorough understanding of a critical system bug in addition to showing them how to reproduce it. Developer A2 demonstrated a high level of technical communication proficiency by being able to understand and address the bug quickly thanks to his ability to communicate complex technical issues effectively and clearly. This action highlights the stages of group development

The week was characterized by a hectic schedule full of meetings that required flexibility and good time management. This situation represented a real-world application of the ideas covered by Stephen R. Covey (2004) in his groundbreaking book, "The 7 Habits of Highly Effective People." My method of handling the day's tasks was directly related to Covey's emphasis on proactive planning and prioritization. Despite the demanding schedule, I continued to concentrate on making sure that every meeting was successful and that I made a significant contribution to the conversations.

It took an organized approach to time management to manage four meetings in one day: a daily meeting, an alignment call, a session with the business SME, and a conference with key users, which are examples of meetings that I shall have during the day. This emphasizes the significance of time management as an essential requirement for effective performance management. My strategy was to thoroughly prepare for every meeting, establish specific goals, and make sure I had all the information and resources I needed. I was able to get through the busy schedule of the day without sacrificing the quality of my contributions to each meeting due to this preparation.

Putting the finishing touches on the user guide was a big task that verified and improved my instructional design abilities. Fundamentally, instructional design is about comprehending the learner and developing resources that promote efficient learning. My job was to logically and in a way that would support the user's learning process and incorporate new instructional slides into the user guide. A solid understanding of both the functionality of the system and the needs of the users was necessary for this process. It involved more than just producing content; it also involved making sure that the users could easily access, comprehend, and benefit from the information. Norman (2013) emphasized the principles of user-centred design in "The Design of Everyday Things" and they were especially applicable in this context. Norman places a strong emphasis on creating intuitive, user-friendly products by designing them with the user in mind. I tried to follow these guidelines when I updated the user guide, making sure that the new information blended in well with the old one and improved the guide's overall usability. Completing the user guide updates was a test of my technical abilities as well as my comprehension of instructional design and effective communication. Because I had to put myself in the users' shoes and consider the guide from their point of view, the task highlighted the significance of empathy in design. The creation of a guide that was not only educational but also intuitive and user-friendly was made possible by this user-centric approach.

4 Discussion

In this discussion, we go on a reflective journey, comparing the initial situation described at the beginning of this thesis with the knowledge obtained from diary entries. This is more than just a comparison; it is a deeper examination of professional development, the discovery of new methodologies, and the learning curve encountered during this diary-based thesis. The development path observed over time, the innovative solutions and methods that developed, and the diverse learnings gained throughout this process are key areas of focus.

I just started my career around 3 months before starting this thesis, and since this is my first professional job, I entered a world that was vastly different from the academic environment I was used to. This transition was marked by both excitement and an overwhelming sense of insecurity. Despite my educational background, I was concerned that my skill set would not be able to meet the stringent standards of the workplace. There was always the fear that the theoretical knowledge I had accumulated during my academic years would be insufficient in the face of real-world challenges. This self-doubt frequently cast a shadow over my first days on the job, as I navigated a complex landscape of new responsibilities and expectations. The transition from theoretical understanding to practical application had its own set of challenges, theoretical concepts that appeared clear and structured in textbooks and classroom discussions now required a level of adaptability and improvisation. As I attempted to translate my theoretical understanding into tools and solutions that were viable in a real-world context, the gap between academic learning and workplace application became a source of early struggle. These early challenges were a development experience that taught me the complexities of professional life and gradually moulded me into a more competent and confident individual. Every day at work had been extremely stressful for me, not because I couldn't complete the tasks on time, but because of the expectations I placed on myself. I wanted to be an excellent and important member of the team, but it turns out that it is not that simple. That is why it takes years to be a professional and years to come to be a senior. I was also afraid to ask co-workers for help because I was afraid, I would annoy them since everyone was so busy, and I felt it was my responsibility to solve the problems on my own time. In the end, this did not produce a very good result because it usually took me longer to deal with the problems or I had to ask anyway; however, it depends on the situation and many perspectives; if I can handle it with my own logic and research, coming up with multiple solutions to address the same task I may learn and improve significantly.

Throughout the journey of my diary-based thesis, I have made remarkable progress in several key areas of professional expertise. This advancement reflects a well-balanced mix of theoretical knowledge and practical application. First and foremost, my project management abilities have

significantly improved. I've developed a more strategic approach to complex project planning, execution, and monitoring, as well as insights into effective leadership and team coordination. Simultaneously, my Salesforce technical skills have improved significantly. I've developed my skills in leveraging this robust platform's functionalities to drive efficient business solutions by delving deeper into it. Furthermore, my proficiency in usability testing has increased significantly. This process has sharpened my analytical skills, allowing me to evaluate user interfaces and experiences critically, resulting in more intuitive and user-centric designs. Furthermore, my understanding and application of service design principles have grown significantly. This aspect of my professional development includes my improved ability to imagine and contribute service design strategies that are in line with user needs and business goals.

I noticed a significant improvement in my Usability testing abilities, particularly in the context of software development and maintenance. Prior to my arrival, the team was primarily focused on development tasks and bug fixes, with the Product Owner and Business SME handling internal testing and supplemented by external key-user feedback. This structure made it difficult to maintain continuous testing and development review. However, after joining the team, I took an active role in usability testing, which significantly increased the team's efficiency. My ability to quickly review development processes and effectively coordinate with developers on bugs and ongoing improvements was a game changer for the team. My participation not only streamlined the testing process for our team but also extended to assisting other teams, demonstrating an expansion in my collaborative and testing skills. This transition from a passive observer to an active participant in tasks demonstrated a significant improvement in my abilities to coordinate and contribute to complex software development projects. This is one key improvement that is highly appreciated by my team member which has been stated numerous times during sprint retrospective meetings.

One key professional development that I have is with Project Management a key example for that is during the Sprint Retrospective and Review sessions, which are an important part of our project management process. I became more proactive in these meetings, which were frequently held on a sprintly basis. In one session where the Product Owner was not present, I took the initiative in the discussion about ticket management and sprint planning. This involvement required me to use strategic thinking as well as effective communication skills. My ability to coordinate sprint activities, engage co-workers in productive discussions, and ensure team efforts are aligned with project goals has significantly improved.

My service design skills improved significantly during my work, as illustrated in my thesis. In the early stages, I found it difficult to offer meaningful initiatives in service design. My contributions were limited because I lacked in-depth knowledge and practical experience in this field. However,

as time passed, particularly towards the end of my work, there was a noticeable shift. This evolution was fuelled by a combination of thorough research and close examination of ongoing projects and processes within my team. I gradually gained a decent amount of knowledge and a better understanding of the principles of service design. This improved understanding, combined with hands-on experience gained through active participation in various projects, enabled me to contribute more effectively. By the end of my tenure, I was able to not only understand the complexities of service design, but also actively participate in the conceptualization and implementation of service design strategies. My ability to conceptualise, design, and contribute to the development of services has significantly improved, reflecting a transformation from a novice beginner to a confident contributor in the field of service design.

Another key area of professional development that I have set in the start of the thesis, which is Salesforce related skills, since the team focus is the development of Salesforce platform, I was offered a great learning opportunity and personal development. Key highlight for the development is during tasks of creating Salesforce reports for business decisions or performance evaluation. During this time, my role included not only the technical aspect of generating reports, but also interpreting the data to derive meaningful insights. The development of these skills was critical in supporting organisational strategies and goals, and it was a significant milestone in my professional development within the Salesforce realm. My proficiency in navigating and utilising Salesforce's reporting capabilities improved significantly, demonstrating my progression from a novice user to a skilled analyst capable of maximising Salesforce's capabilities.

The diary-based thesis journey has been a learning opportunity that has profoundly influenced my understanding of both professional and personal development. The development of a reflective practice has been one of the most important aspects of this process. The daily practice of writing down thoughts, actions, and reactions has increased my self-awareness. This enabled me to identify not only what was going on at work, but also why certain patterns were emerging. This type of introspection has been extremely beneficial in understanding my reaction to challenges and shaping my approach to problem-solving. Next, the process of maintaining a diary has also helped me learn to break down complex problems into manageable parts, identify key variables, and understand their interrelationships by consistently recording and analysing my daily experiences. This skill is especially important in my line of work, where deciphering complex system issues is a daily requirement. The diary entries became an archive of knowledge, capturing insights that would otherwise have been lost in all the activities of daily work. Another significant lesson learned was the value of adaptability and agility in the workplace. The diary entries frequently emphasised how quickly situations can change and how adaptable one must be in response. This has prepared me for a future in which change is the only constant and agility is not only an advantage but a

requirement. Furthermore, the diary-based thesis process improved my ability to express thoughts and ideas in a more logical manner. Writing on a regular basis not only improved my written communication skills but also clarified my thought processes. This is a skill that will undoubtedly help me in my future professional activities, such as presentations, reports, and collaborative projects.

After the period of my thesis, I aim to further expand my professional skills in project management, usability testing, service design, and Salesforce. Apart from numerous professional development that I shall gain from my work, I aimed to have additional learnings as well. I wanted to study for certifications such as PMP which can provide advanced strategies and frameworks for project management. Participating in various projects will provide practical experience as well as insights into various management styles and challenges. It is critical in usability testing to stay up to date on the latest trends and technologies in user experience. Participating in workshops and user research forums can help me gain a better understanding of user behaviours and needs. For Service Design, I've registered for the "Enterprise Design Thinking" course from IBM. Continuous learning through Salesforce Trailhead modules and community events will keep me up to date on new features and best practices for Salesforce. Seeking opportunities to work on Salesforce implementation and customization projects will give me hands-on experience and allow me to expand my technical knowledge. Contributing to Salesforce user groups and forums can also provide insights into real-world challenges and solutions. I can ensure sustained growth and proficiency in these critical professional areas by taking a proactive and continuous learning approach.

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Appendices

Appendix 1. xxx