Diary Thesis: Bynfo Oy

Jaime Marzeus Mabini

Abstract

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Haaga-Helia

Author(s) Jaime Marzeus Mabini	
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The Purpose of this Diary Thesis was to identify the daily task appointed to the Author of this report. Furthermore, the aim was to get a clearer view on how an Information Technology professional asses' daily working tasks.

The material for this report will be collected as follows: online sources were used to form and clarify the basic concept of the report. In addition, Henrik Lares, a person who supervise the Author regarding daily task at Bynfo Oy, will be ask for more details to gain some practical insight about the working environment in Bynfo Oy. And, additionally, the author's opinions corporates with the report.

The report will indicate the daily task of a business intelligence consultant, and Information Technology Specialist. Additionally, the report will break down the daily task assigned to a Business intelligence consultant. Including, data warehousing Maintenance work, different types of Business warehouse projects.

Furthermore, the report will also summarize the daily task assigned to an Information Technology specialist. Including, Maintaining Internal system of the organization. This covers Maintaining all Outlook 365 license, HubSpot CRM configuration, Service management system, hardware technical configuration, and etc.

Keywords
SAP Business Warehouse, Advanced Business Application Programming (ABAP), Customer Relation Management (CRM), Administration (Permission), Agilefant, JIRA Service Management, HubSpot, Sprint Review.

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1   Introduction

1.1   Company Overview

Bynfo is an independent Finnish high-end Business Intelligence (BI) consulting firm which focuses on BI concepts, processes, systems and tools.

We specialize in delivering high-quality solutions to our customers in areas such as reporting, analytics, planning, budgeting, forecasting, master data, pricing and profitability calculation.

Bynfo takes pride dedicating in improving our customers' bottom line by applying information to drive business management. Our end-goal of our consulting is to help our customers succeed through applying relevant information for better outcomes, smarter decisions, actionable insights, and improved business efficiency.

Furthermore, Bynfo was established 6 years ago with only 5 employees, which now represents Bynfo's management and are also considered as the main founding fathers of Bynfo Oy. Now, Bynfo consists of 30 well-trained and certified SAP (Data Analyst) and Database application developers. The revenue growth is impressively improving each year, while more clients are getting interested in acquiring the services of Bynfo. The future is bright and the sky's the limit for improvement.
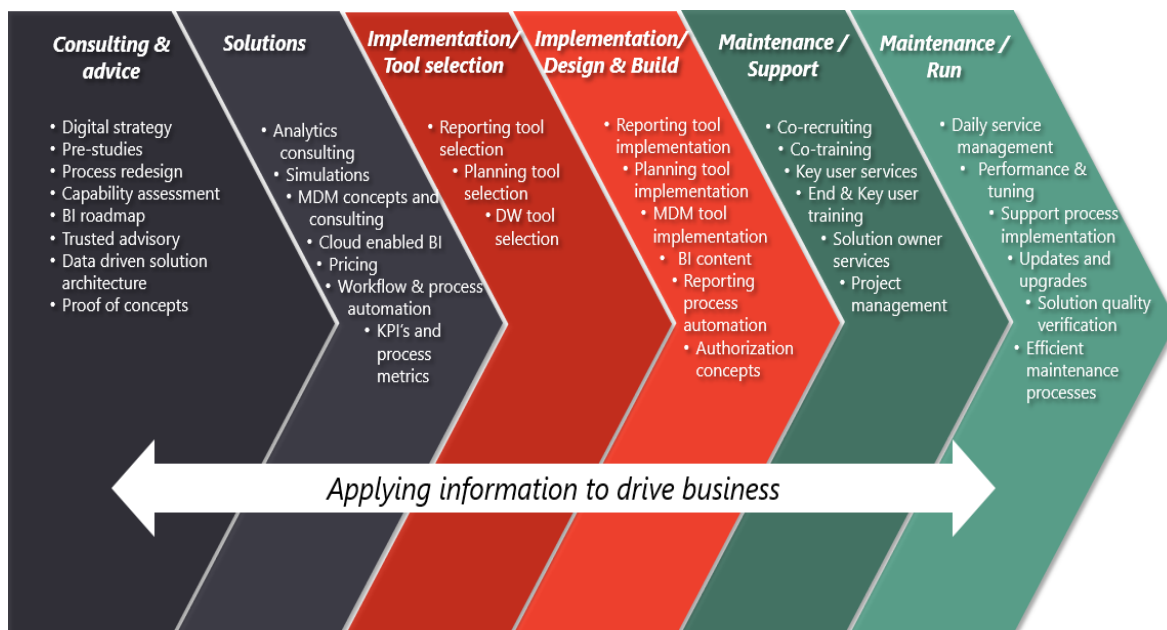

Figure 1. Bynfo Solution Structure

1.2 Defining the timing of the Thesis Process

Week No. and Date	Task
01st week, August 20th	Start date, Starting phase of the project.
02nd week	Daily documentation of diary entries.
03rd week	Daily documentation of diary entries.
04th week	Daily documentation of diary entries.
05th week	Daily documentation of diary entries.
06th week	Daily documentation of diary entries.
07th week	Daily documentation of diary entries.
08th week	Daily documentation of diary entries.
09th week	Daily documentation of diary entries.
10th week	Daily documentation of diary entries.
11th week	Daily documentation of diary entries.
12th week, December	End Phase, Defining The conclusion of the whole report and revision.

Table 1. Timing of the thesis process

The starting phase of the whole process of creating Diary form thesis will start on August 20th of this year, From the first part (introduction) until the 2nd part of the project (The start situation). Furthermore, On the following weeks, will start the daily documentation (5 times a week) and the weekly consolidation of all the daily work documented. The last part will be evaluated on the 12th week, which will fall on December of this year. This week will have the last part of the project (Discussion and conclusion).

2 The Start Situation

2.1 Analysis of Current Job

Being assigned to work for Systems, Applications, and Products for Business Information Warehouse or SAP BW a business module of SAP, I am expected to comprehend business intelligence product centred around a data warehouse that is optimized for SAP's R/3 environment or SAP Real-time three-tier application architecture. I am expected to possess a strong problem-solving, data analytics, and decision-making analysis skill set.

Moreover, I am demanded to learn how to use tools such as; SAP Logon (Main connection through customers data), Eclipse that has SAP BW and HANA (high-performance analytic appliance) add-ons (For ABAP "Advanced Business Application Programming" object-oriented development), Jira (Cloud services for consolidating old incidents with customers), and Fiori (UX for SAP software and applications).

Further, For the past few months, I am mainly focused on the development of my ABAP programming skills. The management is planning on putting me to the ABAP development unit in the coming future and focused on developing and constructing projects that relate to ABAP development.

Thus far, working for the company for the last five months, I am poised to say that I am between a novice actor but more on a skilful performer. More, dated back last April of this year, When I just started working for the company, I have no clue on how to work with SAP Business Information Warehouse or SAP BW since my only previous knowledge about SAP was on the Enterprise resource planning (ERP) side. But luckily, the company offers very well-organized training for freshers. The training helps with my improvement big time. Starting from a clueless data analyst trainee, to a question first performer, and now, a well-trained SAP BI analyst.

Additionally, having background with IT studies really helps me with my learning curve as a data analyst. My IT studies really help me develop my critical and logical thinking abilities which are really needed to excel as a data analyst. In addition, having an IT background and knowing that I excel in learning and writing programming languages such as Java and SQL, helps me to be part of the not so many ABAPer's group (employees who write ABAP programming language). The organization decided that they can train me and put me as part of the ABAPer's group in the coming future which means a lot for my future as a business intelligence consultant.

On the mid of August, I signed a new contract giving me a new position and task to accomplished. The company is growing rapidly, and it shows the needs to have someone dedicated to do internal Information technology task. I am assigned to be the Information Technology Manager of the whole internal processes. They started handing me over all the system credential on mid of august and started analysing the current situation of the whole internal system of Bynfo Oy. On the 3rd of September, the newly assigned position for me became effective. I started implementing new internal system for the company that will help the internal process massively. The company is growing and so as the customers. I saw the needs to implement an automated Service desk for all customer related issues. This automated system will help all the consultants to eliminate the needs to manually create the tickets before starting with the incident. This system will catch all tickets from customer and automatically create the ticket on the Bynfo side, this will let the consultants to work on the incident straight after receiving the ticket. Furthermore, All IT credentials of all the employee was handed to me for maintenance. Additionally, all social media information and systems are expected to be taken care of me.

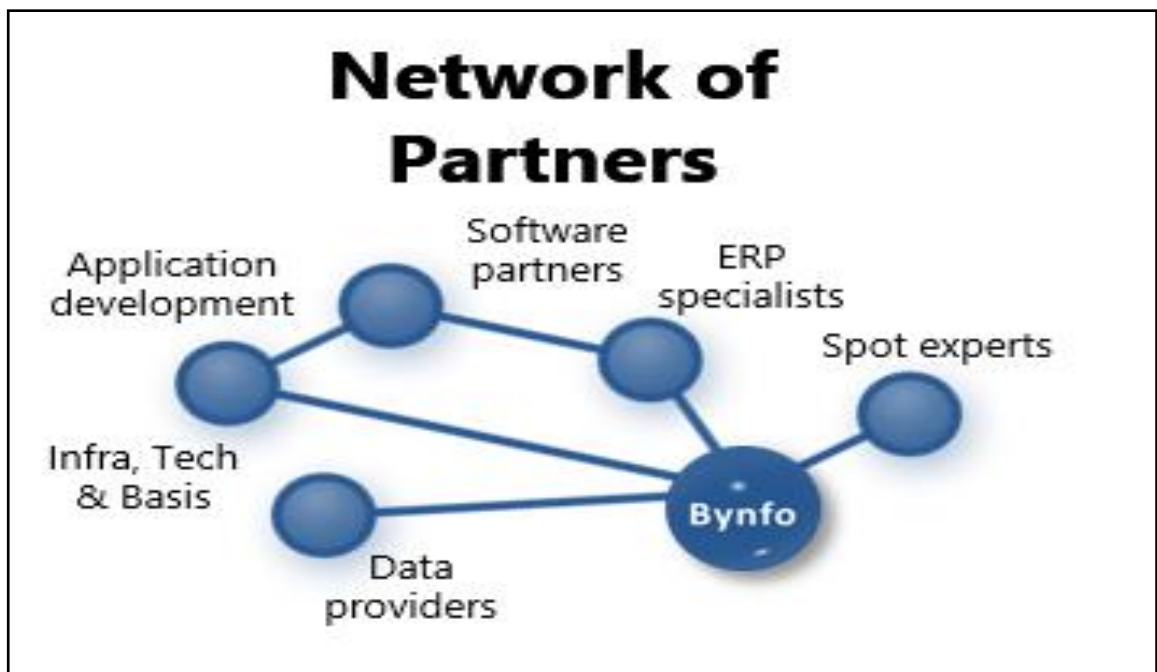## 2.2 Interest Groups in the Workplace

Figure 2. Network partners of Bynfo Oy

Bynfo focuses on Business Intelligence system tools, and processes. Bynfo's networks stretch from providing data warehousing to Application development. These covers maintaining Data warehouse for business clients. Additionally, Bynfo spans its network with ERP specialist who is responsible for maintaining data loads to each in every data source.

These data sources are responsible for holding the information needed to be loaded to each data warehouses that will be manage by a business intelligence tool.
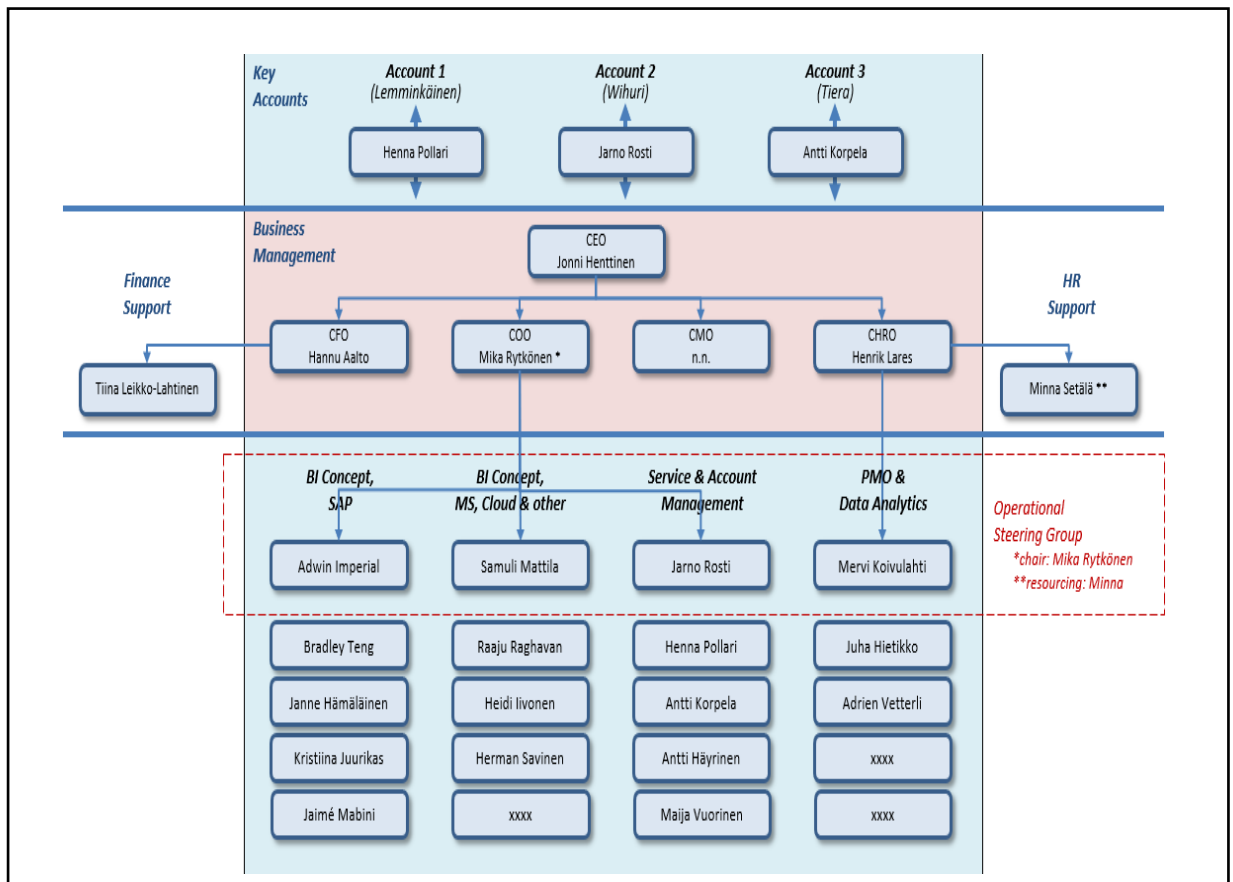

Figure 2.1 Bynfo's organizational chart

Bynfo's Management is composed of four C level personnel. Hannu Aalto, who stands as the Chief of Financial Operation. Mika Rytkönen, Chief of Operating Officer. Henrik Lares as Chief of Human Resource Operation. Also, Responsible for managing and observing my working performance. And Lastly, Jonni Henttinen as Chief Executive Officer. These people are also the responsible for founding Bynfo Oy.

Moreover, each Bynfo's team are being managed by Team Leaders. First the SAP Business Warehouse team. This team is being manged by Adwin Imperial, a Principal business intelligence analyst, also responsible for watching and observing my performance as a junior analyst. On the Business intelligence concept and Microsoft side, it is being managed by Principal Analyst, Samuli Mattila. Service and Account management by Senior Specialist, Jarno Rosti. And Lastly, PMO and Data Analytics, Mervi Koivulahti.
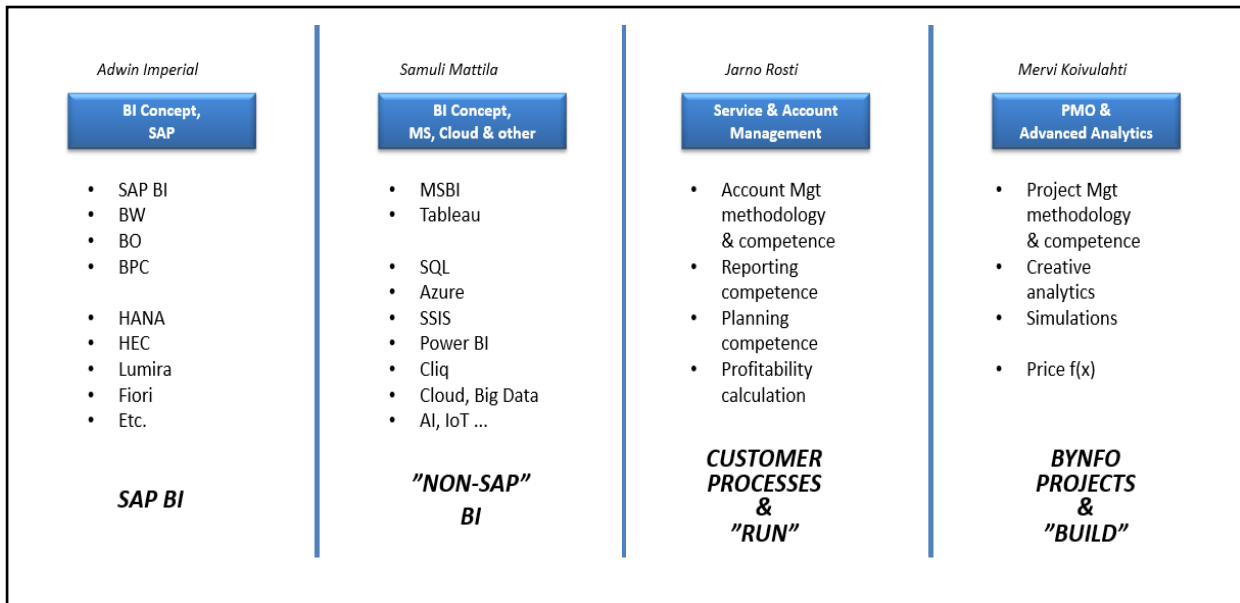
Figure 2.2 Personnel organization

2.3 Interaction skills in the Workplace

Bynfo Oy has three main meetings and planning arrange once or twice a week, depends on the needs of the business operations. The two main meetings are organized with Sprint review Technique.

Internal Sprint Review and Planning – During the sprint review, each task is categorized to it's specified sprint assignment. And each sprint assignment has goals that is ideally to be follow. Projects are first assigned to teams' backlog for planning. And when the project is approved, it will be assigned to a person who's willing to work on the project. Furthermore, when the project is already planned and assigned, the sprint can finally start, and the project implementation can now proceed depending on the planned sprint.

Additionally, this sprint review and planning techniques both works for internally and billable projects. Only difference is, Internal project are approved by internal management and usually the sprint schedule is being decided by the internal team. While the Billable projects needs to be proposed to the customer and wait for approval before the sprint can start. The customer is the one who's going to decide about the schedule of the project.

Bi-Weekly – Bi-weekly is organized by the management every during second week of the month. This meeting will tackle the company's situation in general. Financial Status, recruitments, and all other organizational changes.

Friday Breakfast – Friday breakfast is a every second week of the month gathering of all employee's including the management. This event is being held every in between Bi-Weekly. This serves as a quick every second week team building for all the team.

Additionally, Bynfo day for every other month. Bynfo day's programme depends on the agreed vote of the whole people of Bynfo. It can be a dinner with the whole organization, or any sports related programme, and etc.

Lastly, Customer visit is arranged randomly by the management. This visit is made for the organization to have a change to meet and greet with customers. This creates solid bond with the customer.

3 Weekly Reports

### 3.1 Week 31

30/07/2018

- Start of Implementation for New Automated ticket service desk (JIRA) – customer 1
    - o Checking existing logic
        - ▪ Checking the possible changes between the old implementation.
    - o Gathering data
        - ▪ Gathering needed data (SLA, Users, Pricing, and etc.)
- Creating proposal for JIRA implementation
    - o Documentation - customer 1
- Meeting with management regarding the implementation
    - o Proposal submitted and presented

Create project

Name

Enter a project name

Template
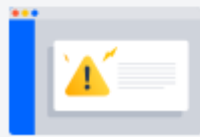
IT service desk   Change

Organize IT service requests using ITSM
workflows ▪ Suits internal teams managing
incidents and changes

▼ Advanced

Key

ⓘ

☐ Share settings with an existing project

Create   Cancel

Figure 1. Creating a project in JIRA

- SAP Environment - Task
    - o Analyzing Advance datasource object

Skills Achieved:

- Problem Solving
    - Analysing the problem
    - Coming up with a fixed to the issue
    - Understanding Business process
- Proposing Fixed and improvement
    - Creating a Proposal

31/07/2018

- Farewell party for resigning employee
    - Team Breakfast
- Meeting with team leaders regarding JIRA implementation
    - SAP BI Group
    - BPC Group
    - Non-SAP group
- Shadowing and coaching with Experience consultant regarding BW changes
    - Deleting data
    - Adding data
    - Restricting data
    - Object activation
- SAP TASK
    - Changes made that relates to Query
        - Changes from development transported to test
        - Changes from test transported to production

Skills Achieved:

- Problem Solving
    - Analysing the problem
    - Coming up with a fixed to the issue
    - Understanding Business process
- How to handle business task
    - Presenting current issues and fixes

01/08/2018

- Meeting with HR
    - Discussion regarding new position
        - From BW consultant position, Now being handed an IT manager position.
            - IT managing is the main task/position but will still work on other SAP related task.
    - Agreement
        - New contract signed
- Research regarding implementing SAP gateway
    - Possible proposal to new client's system
- Improvement of current JIRA logic
    - Regex improved to existing system
        - When checking the existing logic for Jira, found that the REGEX (Regular Expression: Rule) have a loop hole. (FIxed)

Figure 2. Inserting Regex inside JIRA Project

- Meeting with BPC group regarding proposed jira implementation

Skills Achieved:

- Research knowledge
- Finding out the issue/problem
  - Finding out the fix
- Decision making (Personal growth) – Accepting new role.

02/08/2018

- JIRA implementation - Customer 1
  - Documentation on the implementation
    - All changes were documented
    - Written instruction was created
  - Testing (Bynfo side)
    - Internal Testing
      - Email connection
      - Email handler
        - Inbound
        - Outbound
      - Automated notification
- Meeting with HR
  - Official hand over of all IT related credentials
    - System super Admin
- Research and data gathering regarding Bynfo's overall system status.

Skills Achieved:

- Formal documentation of task and procedure
- Research knowledge
- Technical Testing skills

03/08/2018

- Team Breakfast
  - Weekly Friday breakfast
- Bi – weekly
  - Meeting regarding Company's growth
    - Financial status

- New and existing clients
- Internal Changes
  - o Bynfo's weekly meeting
  - o Changes regarding JIRa implementation discuss with everyone – Customer 1

Skills Achieved:

- How to be a team player

Weekly Summary:

Skills Development

Week 31 helped me a lot on improving my technical skills. Also, it helps me to come up with an important decision that will change the progress of my career. Additionally, it helps me grow as a team player.

Literature:

An additional limitation is the fact that the field of technology constantly changes at a rapid pace (Berson & Balyta, 2004).

Technology changes in such a rapid face, especially in businesses. In this case, the continues growth of a company largely depends on the growth of its technology. Bynfo is a growing company, and as an IT manager, I make sure that the growth of the company works in parallel with the growth of its IT system.

3.2 Week 32

06/08/2018

- Automated Service Desk - JIRA – customer 2
  - o Checking existing logic
  - o Gathering data
- Creating proposal for JIRA implementation
  - o Documentation customer 2
- Meeting with management regarding the Possible outcome and implementation
- SAP Maintenance Task (Project)
  - o ZPC_PCA_MAIN ended not ok in process chain
    - DTP doesn't handle duplicate records
      - DTP change to Handling duplicate records
      - Changes made from Development
      - Transported to TEST
      - Transported to production

Skills Achieved:

- Advance Technical IT Skills
- Problem Solving
  - o Analysing the problem

- o Coming up with a fixed to the issue
- o Understanding Business process
- Proposing Fixed and improvement
  - o Creating a Proposal
- Presenting business proposal

07/08/2018

- Farewell Party for resigning employee
  - o Breakfast with the whole team
- Meeting with possible new client
  - o Data gathering about business process
  - o Client proposed work estimate
- Adding Knowledge base to
  - o JIRA customer 1 implementation
  - o JIRA customer 2 implementation
    - ▪ Knowledge base will be added to JIRA service desk implementation. Knox will save all documentation from previous issues. By using this, it will automatically post a link to new issues that relates to previously re-solved issues.
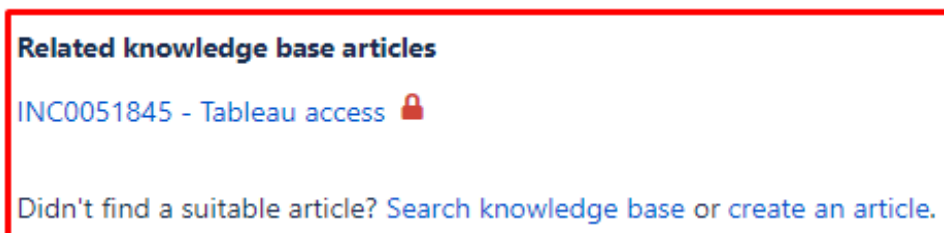   **Benefits:** Faster resolution to issues.

Figure 1. Creating Knowledge base inside JIRa Ticket

Skills Achieved:

- Advance Technical IT Skills
- Proposing Fixed and improvement
  - o Creating a Proposal
- Understanding Business Process

08/08/2018

- Automated Service Desk - JIRA – customer 2
  - o Checking existing logic
  - o Gathering data
- Creating proposal for JIRA implementation
  - o Documentation customer 2
- Meeting with management regarding the Possible outcome and implementation
- Initial Meeting with **SAP team** regarding jira implementation – customer 2
- Initial Meeting with **Non-SAP team** regarding jira implementation – customer 2
- Initial Meeting with **Management team** regarding jira implementation – customer 2

Skills Achieved:

- Advance Technical IT Skills
  - o IT research work

- o   Understanding Present IT implementation
- Proposing Fixed and improvement
    - o   Creating a Proposal
- Presenting Idea

08/09/2018

- Initial Meeting with **SAP team** regarding jira implementation – customer 3
- Initial Meeting with **Non-SAP team** regarding jira implementation – customer 3
- Initial Meeting with **Management team** regarding jira implementation – customer 3

Skills Achieved:

- Presenting Idea – Proposal Presented to Bynfo People.

10/08/2018

- Team Breakfast
    - o   Weekly Friday breakfast
- Research on possible new tool that will replace the current hour booking tool
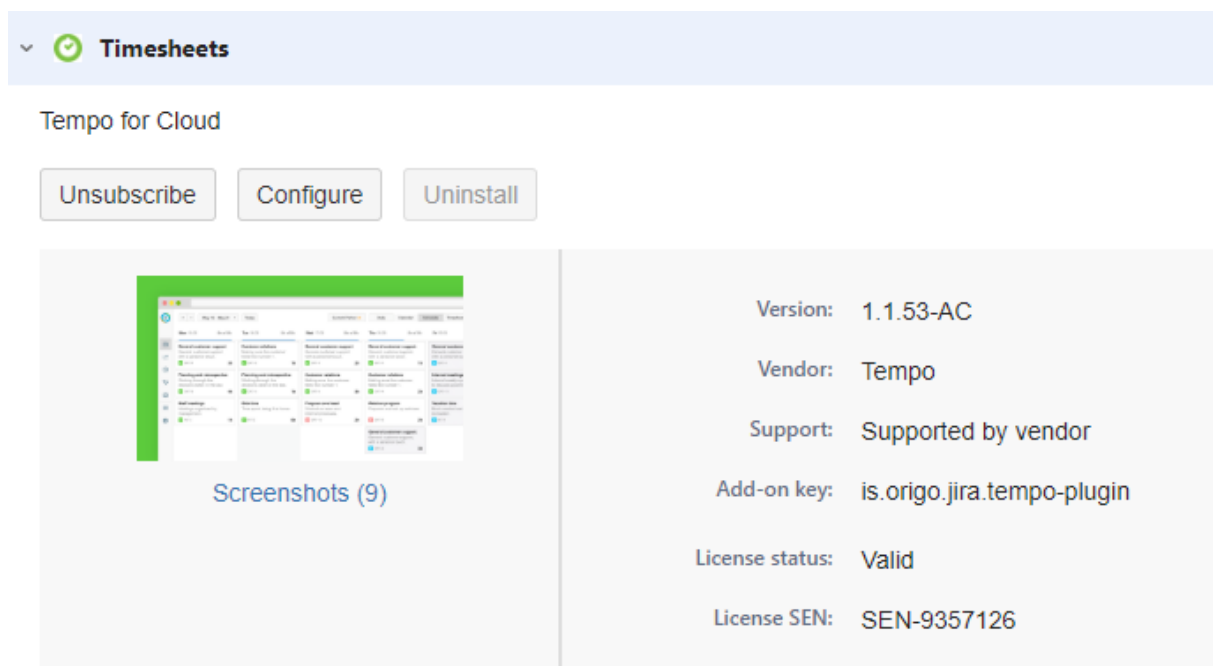   - o   Time Sheet

Figure 2. Timesheet for JIRA Cloud

- Bi – weekly
    - o   Bynfo's weekly meeting

Skills Achieved:

- How to be a team player
- IT research skill – Understanding what's needed

13

Weekly Summary:

Skills Development

Week 32 Helps me to grow more as a professional. Some might not like your idea, but you just need to keep on improving as a professional. Additionally, helps me to find solution in a small amount of time given.

Literature:

"What the teacher could do in twenty-five minutes per day, the computer could do as well in five to ten minutes per student session" (Suppes & Morningstar, 1969).

AS a student, we grow with the help of our teachers. Teachers mould as to be a professional as what we are right now. But being a professional, most of the time, we need to learn from our own way. Being an IT professional, IOT helps us in a lot of different things, research and self-learning provide as the advance knowledge that we will need in our daily lives as an IT professional.

3.3   Week 33

13/08/2018

- Final Meeting with **SAP Group** before proceeding to JIRA automated service desk implementation for: (Benefits on Bynfo Side)
  - o Customer 1
  - o Customer 2
  - o Customer 3
- Final Meeting with **non-SAP Group** before proceeding to JIRA automated service desk implementation for: (Benefits on Bynfo Side)
  - o Customer 1
  - o Customer 2
  - o Customer 3
- Final Meeting with **Management Group** before proceeding to JIRA automated service desk implementation for: (Benefits on Bynfo Side)
  - o Customer 1, 2 and 3
- Main Key points/ Benefit:
  - o Using automated jira service desk, Consultant don't need to create tickets manually, and notification will be sent directly to the consultant working on maintenance.
    - ▪ No more manually ticket creation
    - ▪ No more manually checking on incoming emails

Skills Achieved:

- Presenting Idea and Fixes to professionals

14/08/2018

- Visited Client (customer 1) to test JIRA integration on both sides
  - Discuss possible Changes on the new implementation
  - Short presentation regarding the changes
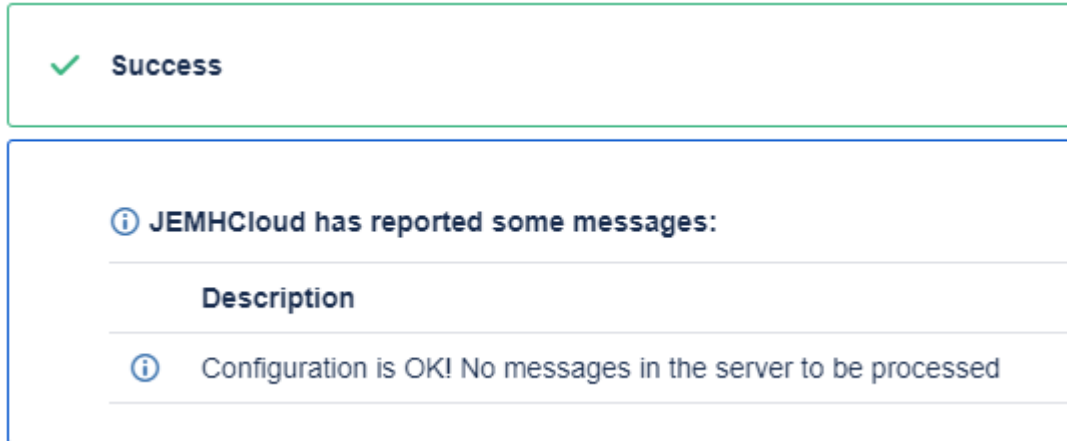 - Live presentation "Benefits of using JIRa service Desk"

Figure 1. Test Result for Project Customer 1

- Visited Client (customer 2) to test JIRA integration on both sides
  - Discuss possible Changes on the new implementation
  - Short presentation regarding the possible changes
  - Live testing "Benefits of using JIRa service Desk"

Figure 2. Test Result for Project Customer 2

Skills Achieved:

- Interacting with costumers
- Marketing – Selling idea to customers

15/08/2018

- Visited Client (customer 3) to test JIRA integration on both sides
  - Discuss possible Changes on the new implementation
  - Short presentation regarding the possible changes

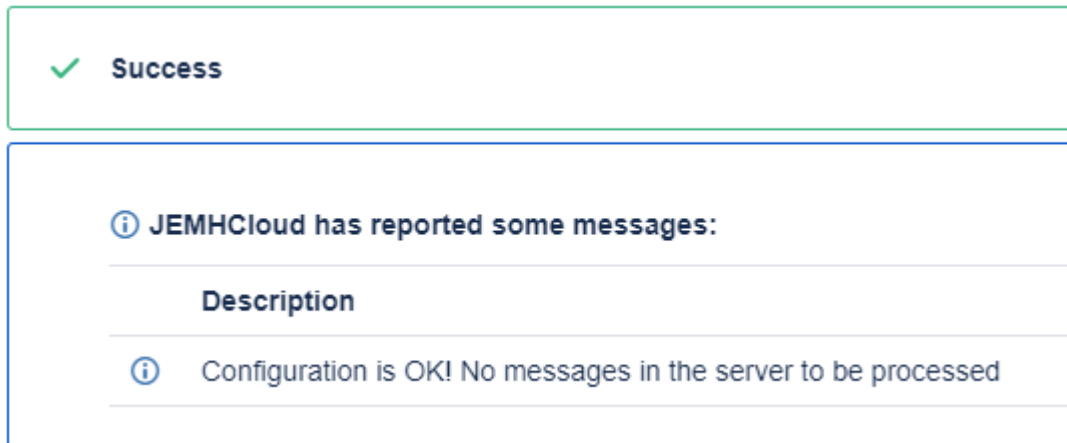- - Live testing "Benefits of using JIRa service Desk"
- Meeting with SAP group
  - Potential project with new client
    - Client want to implement data lake on their system.
- Research regarding **SAP gateway**
  - Possible solution to customer demands
- Meeting with the team
  - Proposal Discussed
  - Final Decision made
  - Proposal Created that will be forwarded to the client

Skills Achieved:

- Interacting with costumers
- Marketing – Selling idea to customers
- Advance research

16/08/2018

- SAP Maintenance Task (Project)
  - Partner information for VENDOR MD field LFM1/LFABC. Field should be added
  - Technical Content ended not ok in Process chain
  - DAILY SI MART CRITICAL ended not ok in process chain
  - ZPC_PCA_MAIN ended no ok in Process chain

Skills Achieved:

- Advance Technical IT Skills
- Problem Solving
  - Analysing the problem
  - Coming up with a fixed to the issue
  - Understanding Business process

17/08/2018

- Bi – weekly
  - Bynfo's weekly meeting
    - Discussion regarding company's growth
      - Financial
    - Internal changes
    - Projects
      - New and Existing
    - Possible new Clients
- Team Breakfast
  - Weekly Friday breakfast
- SAP Maintenance Task (Project)
  - AS400_DAILY Ended not ok in process chain
    - SAP Environment
    - Fixed cannot be disclosed.

Skills Achieved:

- Advance Technical IT Skills

- Being a Team Player
- Problem Solving
  - Analysing the problem
  - Coming up with a fixed to the issue
  - Understanding Business process

Weekly Summary:

Skills Development

Week 33 helps me to interact with people outside the company (customer's). I learnt a lot on how to understand different business processes and to identify what needs to be improved.

Literature:

Mark Applegate stated that, "There are few things more frustrating at work than when you have an issue with the information systems. Whether it be individual workstations, a database or the Internet speed, most of the business world depends on its information systems operating at peak levels. Some businesses have the luxury of employing an Information Technology staff to help with these problems. Many small businesses, however, do not have this luxury."

During this week, I learnt that there is no such thing as a perfect information system. Technology always have loop holes and always have room for improvement. And as an IT professional, I learnt to focus on looking for ways to find improvement. Never be satisfied on how the system is running, there's always a way to improved. The system improves, the company grows. The system gets fast, the revenue gets in fast.

3.4 Week 34

20/08/2018

- Full Implementation of Jira service desk to customer 1
  - Documentation
    - Documented all the Changes made
    - Instructions on how to use the newly implemented system
  - SLA Implementation
    - Implementing Agreed - Service Level Agreement into the system
  - Automation
    - Automated Ticket creation
      - Email to JIRA
    - Automated notification to SLACK
      - Notification will be sent to the person task to do the maintenance
    - Automated Personal Email Notification

- Notification will be sent to the person task to do the mainte-nance
  - o Email Creation and Configuration
    - Email Forwarding
    - IMAP
    - SMTP
    - Office 365
  - o JEMH implementation
    - Message Handler
    - Message Outbound
    - Field Mapping
      - Regex – Rule on how to treat incoming mails
  - o Checking existing logic
    - Checking on how to treat a Ticket was implemented before

Id	Name	Details		Message Handlers
1673		> Catch Email Addresses: ████████@bynfo█com Action: Forward		ENABLED

Figure 1. Enabling Email Handler inside JIRA

Skills Achieved:

- Advance Technical IT Skills – Admin Access to the whole system
- Implementation
  - o Full system implementation of approved proposal.
- Multi-tasking

21/08/2018

- Full Implementation of Jira service desk to customer 2
  - o Documentation
    - Documented all the Changes made
    - Instructions on how to use the newly implemented system
  - o SLA Implementation
    - Implementing Agreed - Service Level Agreement into the system
  - o Automation
    - Automated Ticket creation
      - Email to JIRA
    - Automated notification to SLACK
      - Notification will be sent to the person task to do the mainte-nance
    - Automated Personal Email Notification
      - Notification will be sent to the person task to do the mainte-nance
  - o Email Creation and Configuration
    - Email Forwarding
    - IMAP
    - SMTP
    - Office 365
  - o JEMH implementation
    - Message Handler
    - Message Outbound
    - Field Mapping

- Regex – Rule on how to treat incoming mails
    - Checking existing logic
        - Checking on how to treat a Ticket was implemented before

| 2313 | ▓▓▓▓ | > | Catch Email Addresses: ▓▓@bynfo.com Action: Forward | ENABLED |

Figure 2. Enabling Email Handler inside JIRA

Skills Achieved:

- Advance Technical IT Skills – Admin Access to the whole system
- Implementation
    - Full system implementation of approved proposal.
- Multi-tasking

22/08/2018

- Full Implementation of Jira service desk to customer 3
    - Documentation
        - Documented all the Changes made
        - Instructions on how to use the newly implemented system
    - SLA Implementation
        - Implementing Agreed - Service Level Agreement into the system
    - Automation
        - Automated Ticket creation
            - Email to JIRA
        - Automated notification to SLACK
            - Notification will be sent to the person task to do the maintenance
        - Automated Personal Email Notification
            - Notification will be sent to the person task to do the maintenance
    - Email Creation and Configuration
        - Email Forwarding
        - IMAP
        - SMTP
        - Office 365
    - JEMH implementation
        - Message Handler
        - Message Outbound
        - Field Mapping
            - Regex – Rule on how to treat incoming mails
    - Checking existing logic
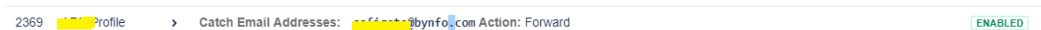   - Checking on how to treat a Ticket was implemented before

| 2369 | ▓▓ Profile | > | Catch Email Addresses: ▓▓@bynfo.com Action: Forward | ENABLED |

Figure 3. Enabling Email Handler inside JIRA

Skills Achieved:

- Advance Technical IT Skills – Admin Access to the whole system
- Implementation

- o Full system implementation of approved proposal.
- Multi-tasking

23/08/2018

- Finalizing implementation – Final Testing of Jira service desk to customer 1, 2, and 3
  - o SLA Implementation
    - ▪ Checking if SLA is working correctly
  - o Automation
    - ▪ Checking if all automation is working correctly
  - o JEMH implementation
    - ▪ Email catching
    - ▪ Webhook
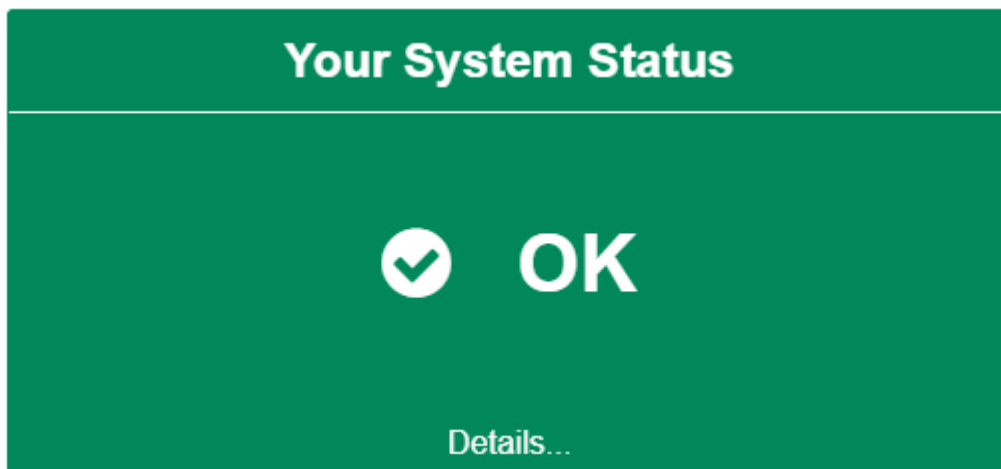- Final Testing was implemented together with the personnel from each customer.

Figure 4. System Status Check for customer 1

Skills Achieved:

- Advance Technical Testing Skill
  - o Tested the whole implementation before going Live
- Multi-tasking

24/08/2018

- Go Live with JIRA Service desk automated implementation
  - o Customer 1 – Successful
  - o Customer 2 – Successful
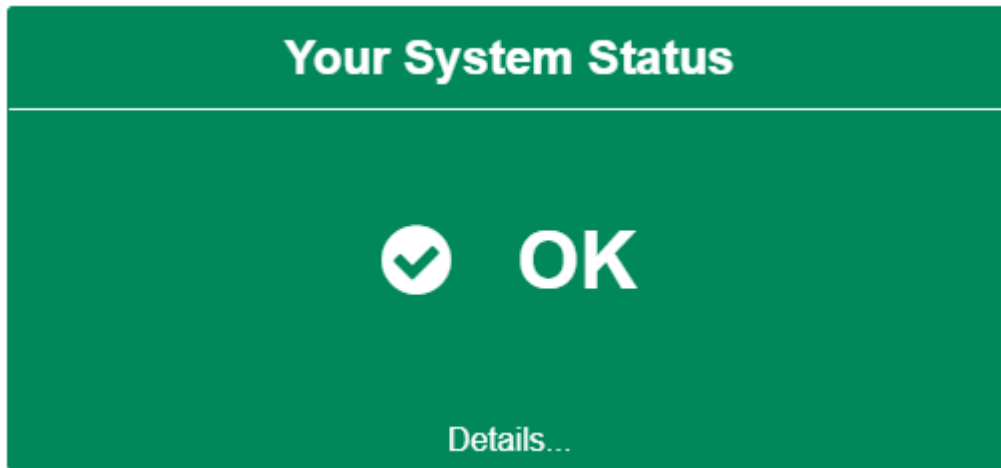 - o Customer 3 – Successful

Figure 5. System Status Check for customer 2

- Team Breakfast
  - Weekly Friday breakfast
- Office works
  - Workstation set up for new employees starting next week.
- Investigating and creating proposal for new items needed for internal development.
  - 3 new employees are expected to start in the coming weeks
  - New Meeting room needs IT equipment's
- BW investigation
  - Service request on Business Planning and consolidation
    - Deleting Data, and Saving New records
- Bi – weekly
  - Bynfo's weekly meeting

Skills Achieved:

- Advance Technical Testing Skill
  - Monitoring progress
  - Debugging
  - Finding out issues and fixes (Limited time)
- Multi-tasking
- Problem Solving
  - Analysing the problem
  - Coming up with a fixed to the issue
  - Understanding Business process

Weekly Summary:

Skills Development

Week 34 Provides me a lot of growth in terms of my Technical knowledge. It helps me to be more literate about system implementation. Helps me to learn how to be patient and follow steps (no shortcuts). Implementing a whole new system from scratch to finish requires patience and perseverance. You'll encounter issues along the pay, you just need to be patient and you'll find the solution.

Literature:

According to Blake Powell, A known writer. (March 19). "There's no clear-cut, easy way to success". There is no short-cut to success, if you want to succeed in what you are doing, you need to work hard and be patient. He also added, "Block out the noise, and quite your mind". Implementing something is not easy, you'll encounter unexpected issues along the way. You just need to be clear in what you are aiming for and focus on the goal.

3.5   Week 35

27/08/2018

- SAP Business warehouse Process Chain Incident – Chain Ended with Errors.
    - Chain Got stuck with an actual Status F (Completed)
    - Status Manually changed to G (Successfully completed) Using Transaction code RSPC_PROCESS_FINISH
    - Chain Repaired and re-run
    - Ended successfully without errors after fixed.
- 2 new work station
    - 2 old Laptops reformatted
        - New operating system
    - Application installed
        - SAP GUI
        - ECLIPSE Neon installation and configuration
        - Office 365
        - Analytics for office
- 2 new users added to office 365 organization
    - New outlook subscription added to organization

Skills Achieved:

- Advance Technical IT Skills – Admin Rights
- Problem Solving
    - Analysing the problem
    - Coming up with a fixed to the issue
    - Understanding Business process

28/08/2018

- 1 new work station
    - 1 Laptops reformatted
    - Application installed
        - SAP GUI
        - ECLIPSE Neon installation and configuration
        - Office 365
        - Analytics for office
- Hubspot configuration
    - User activation
        - Activating New users that will be added to the team that will work on hubspot implementation.

- - - Team creation
    - Team created, and participants added.
- Work station Fixed
  - Missing Wireless Network Adapter after upgrading to windows 10 from Win 7
    - Downloaded the missing adapter from the internet and installing it to the computer which has missing adapter, after connecting to the internet, updates were made, and computer start to work perfectly again.
- Analysing new admin hubspot account
  - Changing permission to some users
    - Giving them super admin access
  - Creating automated Lead Flow for Marketing
- Office 365 Admin Role
  - Clearing for unnecessary subscription on Company office portal
- Bynfo Jira Service desk Debugging
  - excessive notification to customer.
    - Customer demanded that they don't want to receive excessive automated messages from our service desk system. Changes were made on Bynfo side. (Fixed)
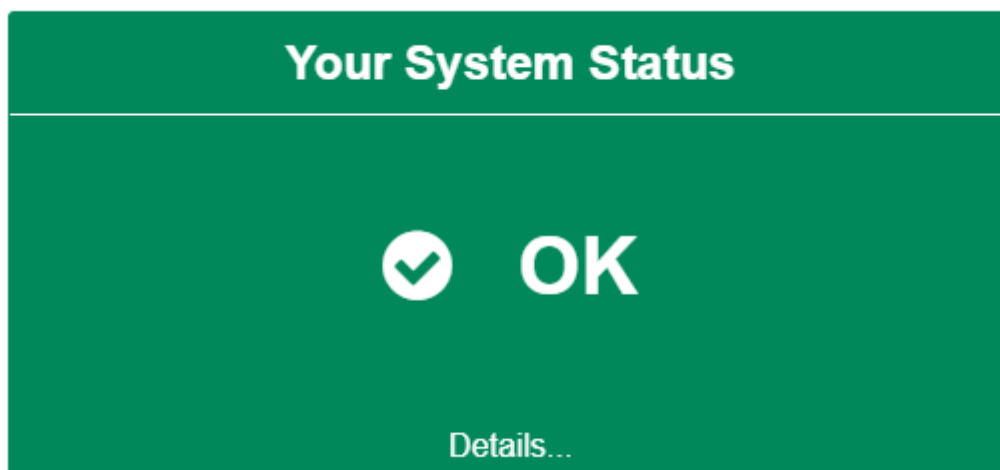

Figure 1. System Status Check for customer 3

- Meeting with HR (Development discussion)

Skills Achieved:

- Advance Technical IT Skills
  - Office 365 admin role
  - Hubspot integration
- Problem Solving – Jira Service Desk Issue
  - Analysing the problem
  - Coming up with a fixed to the issue

29/08/2018

- Hubspot configuration
  - User activation
    - Adding New user to hubspot
  - Team creation

- Adding newly created user to the team
- Outlook Configuration for new Employee's
  - New employee has issues with signing in to organization's outlook account.
    - Users have multiple account under one subscription. Other unnecessary account deleted. (Fixed)
- Admin Role - Hubspot
  - Creating automated Ads
    - Automated ads added (Test)
- Admin Role
  - Clearing for unnecessary site under sharepoint
    - Sites that are not being used - deleted
- JIRA implementation Testing with new customer.
  - Connection Testing
  - Automated ticket creation Testing
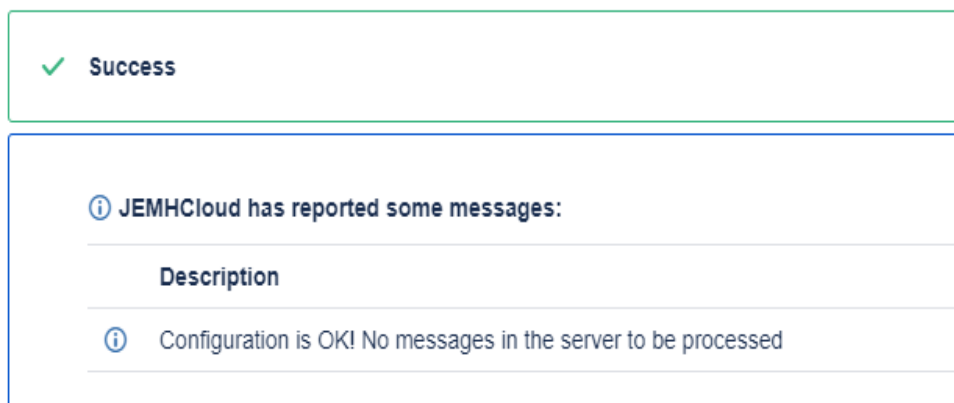
Figure 2. Email Handler System Check

- Reformatting old workstation
  - Old laptops reformatted for future use
- Activation of Product key
  - Product key missing on newly formatted laptop
    - Used Power shell to find product key –
- wmic path softwarelicensingservice get OA3xOriginalProductKey
- Implementation on new E-Learning platform (First step)
  - Acquiring Needed Applications
    - iSpring
      - User Created
    - talentLMs
      - User Created

Skills Achieved:

- Advance Technical IT Skills
  - Office 365 admin role
  - Hubspot integration
- Problem Solving – Jira Service Desk Issue
  - Analysing the problem
  - Coming up with a fixed to the issue

30/08/2018

- Team Breakfast
  - Weekly breakfast
- Jira Service Desk System Failure
  - Activating IMAP and Forwarding Messages (FIXED)
    - IMAP
      - Not Synchronized with the mailbox
    - Forwarding Messages
      - Messages not being forwarded to support mailbox because it is not properly configured.
- OneDrive Sync Permission Configuration (ADMIN)
  - Using Admin Portal, Onedrive sync permission change to company demand
- Updating CV for internal Copy
  - CV updated based on the newly granted position.
- Changing permission on sharepoint sites
  - Changing permission on sharepoint using admin role.
- New User account created for new employee
  - Outlook
  - Slack
  - JIRA
  - Agilefant
  - Sharepoint

Skills Achieved:

- Advance Technical IT Skills
  - Office 365 admin role
- Problem Solving – Jira Service Desk Issue
  - Analysing the problem
  - Coming up with a fixed to the issue

31/08/2018

- Team Breakfast
  - Weekly Friday breakfast
- Fixed JIRA automated creation issue
  - Issue with IMAP and Email forwarding
  - Creating Tickets for non-issue related mail
    - Same issue JIRA yesterday, Same fixed was implemented.
- Internal planning meeting
  - Meeting regarding internal growth of the company.
- General Company Meeting
  - Meeting Regarding:
    - New Customer
    - New Project
    - New Role
- IT equipment's information gathering and storing
  - Task to create a record of all available IT equipements
- Bi – weekly
  - Bynfo's weekly meeting
    - Concerns and suggestion about work

Skills Achieved:

- Advance Technical IT Skills
  - Office 365 admin role
- Problem Solving – Jira Service Desk Issue
  - Analysing the problem
  - Coming up with a fixed to the issue
- Continues improvement with being a team player.

Weekly Summary:

Skills Development

Week 35 provides me huge lift regarding my experience on having a new role as an IT manager. This wee k is more focus on Technical aspects of working as an IT professional. Having admin permission to the whole system gave me massive advantage to study more the background of Bynfo's system infrastructure.

Literature:

According to Daniel Goleman, author of Emotional Intelligence, listed 'understanding others' as the first element of empathy. "If you asked a group of people to define 'empathy', you would almost certainly find that one of the first things that anyone suggested was 'an ability to understand other people's feelings'."

This relates to be an IT manager. You might not need to understand other people's feelings, but you must certainly understand how the company's feeling or situation stands. You need to understand on how to make your company feel better. You must know how to manipulate the company's system every time it's feeling down. Taking care of a system somehow relates to taking care of people. You need to constantly check them and make sure that they are feeling perfect. And you need to prevent future issues to happened.

3.6   Week 36

03/09/2018

- New computer and System credential Activated (New Employee Started)
  - Computer Credentials
  - Office 365
  - SAP GUI
  - Analysis for Office
  - BPC
  - Eclipse
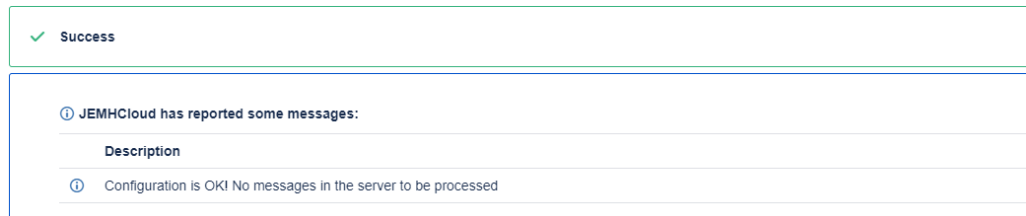- Test was made with Customer 3 personnel regarding implementation of new automated ticket creation. - Customer 3

Figure 1. Email Handler System Check

Test Successful

- Proposal created for new client project (INDEX Creation and deletion for performance optimization) – SAP Environment
  - Adding A new cube to be put in the old Multicube
    - New cube will have only 2018 records
    - Old cube will have 2017 and below records
    - New cube will be run daily with only 2018 onwards records
    - Data transfer for old cube will be stop.
- Internal – Bi Weekly sprint review
  - Internal Status of the company reviewed
- Shadowing with experience consultant regarding Maintenance task – SAP
  - Error in connection
    - Process chain did not end successfully due to number of run time error with Control-M
    - Issue was forwarded to technical team

Skills Achieved:

- Improved knowledge with SAP business warehouse
- Advance IT Technical skills
- Analysing business process
  - Customer new service request
    - Analysed the request
  - Came up with a solution to service request
    - Proposal submitted

04/09/2018

- Issue with JEMh email handler for automated ticket creation under JIRA service desk
  - Jira is not automatically creating ticket when Support mail box receives an incident

  Issue:

  Email forwarding was implemented to all customers, and all messages is not being saved to original mail box, instead being forwarded to support mailbox.

  Solution:

  Implementation was changed. Ticket forwarding is still being implemented, but the incoming messages is being saved to its original destination.

- License Activated for new E – Learning System.
  - iSpring
  - TalentLMs
- SAP Environment – Maintenance work
  - DAILY SI DATA MART CRITICAL ended not OK

- - Process chain was stuck because of some issues. Change the step to status red and re-run was successful.
  - Threw was a huge number of dumps in the system.

Skills Achieved:

- Improved knowledge with SAP business warehouse
- Advance IT Technical skills
- Problem Solving
  - Analysing the problem
  - Coming up with a fixed to the issue
  - Understanding Business process

05/09/2018

- SAP BW Maintenance Issue
  - Process Chain Ended not ok in production (Fixed)
    - Upon checking the issue, found out that the chain status is already Completed, but it got stuck because there's too many jobs running at the same time.
    - Job status manually changed to "Successfully completed" and it auto-matically ran to the next chain and the job finish successfully.
- HR Computer Fixed
  - Not Opening
    - Found out that the computer ran out of battery and charger not working
    - Charger was changed with a spare one.
- JIRA service desk issue¨
  - Automated ticket creation for customer 1 is creating duplicate tickets (Fixed)
    - Based on further investigation, found out that the customer is sending tickets to two different address which are related. The reason that JIRA is catching both emails and creating separate tickets for both.
    - Customer 1 already notified regarding this issue.

Regexp: [YES] ⌄ Hide Configuration   ⓘ

FIELD MAPPINGS

JEMHCloud Uses regexps to locate pieces of information within the email subject or body. A regex is a Valid Regexp Capture Group 1 extracting the value from Subject or Body as selected. The regexp needs to be accurate, as the first match will be taken as the value to be used.

NOTE: Values can be translated from remote system specific values to Jira specific values, create an JEMHCloud Alias for the value, for example, a remote system **value** of 'Really Important' could be created as a JEMHCloud Alias, where the alias key is 'Really Important' and the value is 'blocker'. When encountering a value of 'Really Important', JEMHCloud will replace it with 'blocker'! Individual values are transformed when 'All Matching Values' retrieve strategy is used e.g. 'Really Important,critical' is transformed to 'blocker,critical'.

Scope	Regex	Field	Retrieve Strategy	Expected Value	Test Case Value	Match Status
Body	(Ref:MSGLMK+\d{7})	ServiceNow message reference	First Matching Value	Ref:MSGLMK1608651	Ref:MSGLMK1608651	OK
Subject	((CHG|INC|REQ)+\d{7})	Customer's ticket number	First Matching Value	CHG1231231	CHG1231231	OK

Figure 2. Regex added inside a project

Regex Created to serve as primary key

- Start stage of implementing new E – Learning system
  - All Licenses now available

06/09/2018

- Half – Day Sick
- Research for JEMh email Handler
  - Issue's with creating automated ticket coming from customer 3

- o Tickets Coming from customer 3 are all automated tickets
- o JIRA is dropping the ticket because it's coming from an automated system
  - ▪ Precedence: bulk email

Solution:

- o Listed customer 3 under Email source Whitelist
  - ▪ All emails coming from a whitelisted email is going to be treated as normal incoming emails / tickets.
- Meeting with customer 3 regarding automated ticket creation issue
  - o Found out that tickets coming from customer 3 are all automated.
- Testing after the solution was implemented
  - o Testing successful

Skills Achieved:

- Advance Technical IT Skills
  - o Debugging
    - ▪ Understanding existing Issue
- Working beside having unfortunate incident

07/09/2018

- Team Friday Breakfast
- Full Implementation of Jira service desk to customer 1
- Documentation
  - o Documented all the Changes made
  - o Instructions on how to use the newly implemented system
- SLA Implementation
  - o Implementing Agreed - Service Level Agreement into the system
- Automation
  - o Automated Ticket creation
    - ▪ Email to JIRA
  - o Automated notification to SLACK
    - ▪ Notification will be sent to the person task to do the maintenance
  - o Automated Personal Email Notification
    - ▪ Notification will be sent to the person task to do the maintenance
- Email Creation and Configuration
  - o Email Forwarding
  - o IMAP
  - o SMTP
  - o Office 365
- JEMH implementation
  - o Message Handler
  - o Message Outbound
  - o Field Mapping
    - ▪ Regex – Rule on how to treat incoming mails
- Checking existing logic
  - o Checking on how to treat a Ticket was implemented before
- Train New employee on how to use jira service desk
- Sprint Meeting
- Discuss all movements that relates to all customers.

Skills Achieved:

- Advance Technical IT Skills – Admin Access to the whole system
- Implementation
  - Full system implementation of approved proposal.
- Multi-tasking

Weekly Summary:

Skills Development

Week 36 helps me a lot with improving my IT technical skills and problem solving. On this week, I encountered a lot of problems. But because of my persistence and patience, I was able to get through all of them.

Literature:

According to Mayer (1977) "problem solving concludes that a problem has givens, goals, and obstacles. The given state is the current fact, situation, or condition. The goal state is a different, more valued fact, situation or condition. The obstacles are the difficulties that must be surmounted before the given state can be changed."

Problems and obstacles are given issues that we need to face in our daily lives. In this case, working as an IT specialist, when implementing new system, you're going to encounter a lot of obstacles. You just need to be clear on your goals and be patient. Obstacles are never easy, and persistence is the key.

3.7 Week 37

10/09/2018

- Monitoring on automated Jira Service desk implementation Customer 3
  - First day of go – Live
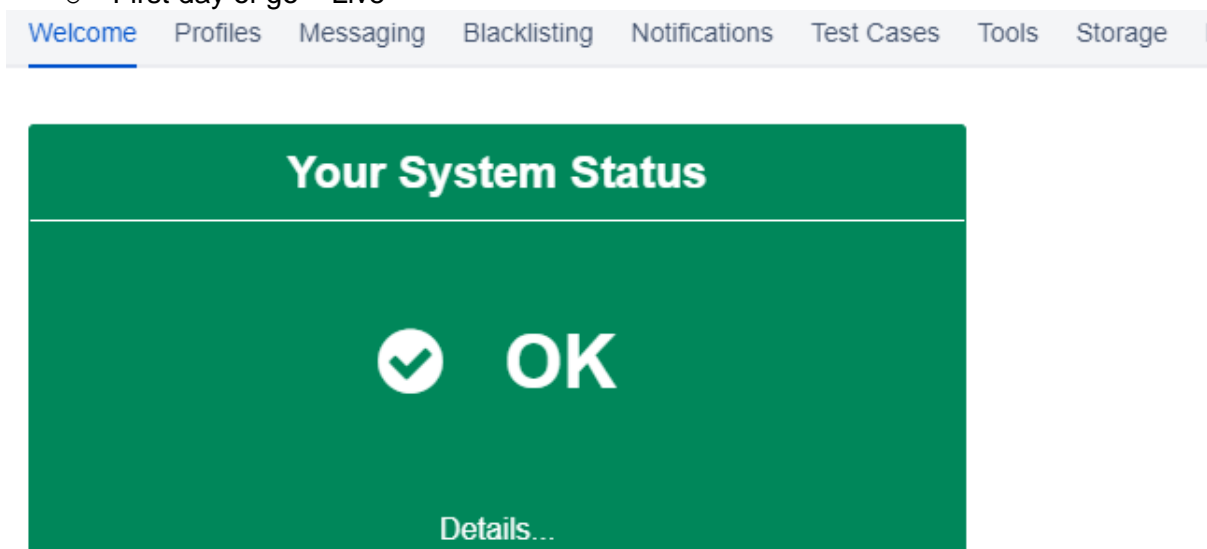
Model 1. Customer 3 project system check

Status of the automated system for customer 3

- Hubspot Implementation
  - Exporting customer data (companies, contacts, sales)
  - Importing data to hubspot CRM
    - Issues: Missing data (Fixed)
    - Excluded all data that doesn't have complete information (e.g Email)
- Adding OPSG project to JIRA
  - Moving all cases from agilefant to JIRA (Internal projects)

Skills Achieved:

- Improved knowledge about implementing CRM system (hubspot)
- Advance IT Technical skills
  - For transporting data to multiple system
- Analysing business process
  - The process of growing business using different technologies (internally)

11/09/2018

- Customer Sprint Weekly Meeting
  - Discussion regarding in progress and future projects
- Hubspot Implementation
  - Exporting and importing deals data
  - Deleting duplicate data
- Meeting regarding "Agilefant → JIRA"
  - Moving all data from agile fant to JIRA including Hour bookings

Skills Achieved:

- Improved knowledge about implementing CRM system (hubspot)
- Advance IT Technical skills
  - For transporting data to multiple system
- Analysing business process
  - The process of growing business using different technologies (internally)

12/09/2018

- Implementing New Hour booking system
  - Creating test data
  - Running Test data
  - Adding members
    - Organizing the team

User	Key	Σ	01 SA	02 SU	03 MO	04 TU	05 WE	06 TH	07 FR	08 SA	09 SU	10 MO	11 TU	12 WE	13 TH	14 FR	15 SA	16 SU	17 MO	18 TU	19 WE	20 TH	21 FR
Jaime Mabini	jaime.mabini	13h 30m																	1.5	3.5	2.5	6	
Total		13h 30m	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1.5	3.5	2.5	6	0

Bynfo Internal Hour Booking - BIHB   Total Hours 13h 30m   Log W

Model 2. Hour booking layout

Test data for the new hour booking tool

- Implementing Agilefant to JIRA
  - Creating new project under JIRa

- New project will be use for remaining internal projects that are still in agilefant
- Transferring old customer projects in agilefant to jira

Skills Achieved:

- Advance IT Technical skills
  - Implementing new system
    - Changing an existing system to a brand-new system
    - Implementing the logic from an old system to a new system
    - Understanding the pros and cons of the implementation
  - transporting data to multiple system
    - Transporting data from the old systems to the new one
    - Consolidating all data coming from multiple system to just one system

13/09/2018

- Meeting with management
  - Hubspot implementation
    - Discussed the First phase of the project
    - Discussed the second phase of the project
    - Task assigned to the group
- Head a meeting with all the team leads
  - Discussed the possible changes
    - Effect on each team
  - Presented the new platform
  - Discussed how to proceed with the testing
  - Discussed the possible go live date
  - What can be improved…
- Implementation with Agilefant to JIRa (internally and customer related)
  - Implementing Improvement

    Adding:

    - Sprint planning
    - Epic Stories
    - Time Tracker
      –
  - Documentation
    - Documenting all the changes made.

Skills Achieved:

- Improved knowledge about implementing CRM system (hubspot)
- Advance IT Technical skills
  - Implementing new system
    - Changing an existing system to a brand-new system
    - Implementing the logic from an old system to a new system
    - Understanding the pros and cons of the implementation
  - transporting data to multiple system
    - Transporting data from the old systems to the new one
    - Consolidating all data coming from multiple system to just one system
- Higher knowledge regarding the internal business process of the company

14/09/2018

- Continues enhancement with the Agilefant to JIRA implementation
  - Fixes on JIRa project restrictions and permissions
    - Updating existing workflow scheme
      - Members cannot log hours to cases with "To Do" or "resolved/done" status.
    - Only Projects leads, or administrators can:
      - Close or re-open cases
      - Assign cases
      - Change status of the case
- Updates on existing logic with Hour booking (Tempo Timesheet)
    - Members cannot add or edit hours log from previous periods.
    - Only admins can view, approved, and managed team hour reports
    - Only supervisors can log "Overtime" hours for all members
  - Member cannot:
    - Manage team worklogs
    - Approve Timesheets
    - Manage team
  - Members can only send timesheet for approval when it's 37.5 hours (per week) or more.

Skills Achieved:

- Advance IT Technical skills
- Advanced Logical thinking
  - Understanding Existing logic
  - Understanding what's wrong with the existing logic
  - Coming up with a new logic that is better with the previous one
- Implementing new system
  - Changing an existing system to a brand-new system
  - Implementing the logic from an old system to a new system
    - And Improving the existing logic
  - Understanding the pros and cons of the implementation
- transporting data to multiple system
  - Transporting data from the old systems to the new one
  - Consolidating all data coming from multiple system to just one system
- Higher knowledge regarding the internal business process of the company

Weekly Summary:

Skills Development

Week 37 helps me a lot on how to handle a big project on my own. On how to lead a team, and how to take in charge. Helps me to investigate the future. To see the possible issues that we might face throughout the implementation of the project.

Literature:

According to Mind Tools (2015) "Leaders help themselves and others to do the right things. They set direction, build an inspiring vision, and create something new. Leadership is about mapping out where you need to go to "win" as a team or an organization; and it is dynamic, exciting, and inspiring."

I believed that being a leader is different from being a supervisor. Being a Leader, you show what needs to be done rather than giving orders. You don't tell them what to do, in-stead you show them what needs to be done and how to do it. You need to accomplish something as a team. This week shows me the essence of being a leader. Being a project manager doesn't mean that I will just give order to them and they are the only one who will do the work. We are a team, I am their leader, and we will succeed in this project together.

3.8   Week 38

17/09/2018

- Sprint Customer Planning
  - o Meeting regarding on-going and future projects with existing customers
- Sprint Internal Meeting
  - o Meeting regarding on-going and future internal projects
    - ▪ Agilefant to JIRa Project
      - • Moving all business-related processes running in agilefant to JIRA. Including Hour bookings.
    - ▪ HR employee update form
      - • Restricting access to HR information saved in Sharepoint
    - ▪ Short Film for marketing and Sales (Newly Assigned to me)
      - • This will be used during the Bynfo Day Event
  - o Presented the proposed way on how to test the newly created projects under the new system
  - o Presented the newly created workflow that will be implemented in the new system.

Ongoing Projects:

- Agilefant to JIRA Projects
  - o Permission adjusted
    - ▪ Restricted for Admin user only
      - • Creating Issue
      - • Deleting Issue
      - • Resolving and Reopening Issue
      - • Transitioning Issue (open → In-Progress → Resolved)
- New Tool for Hour Booking
  - o Tempo Timesheet
    - ▪ Configuring Internal Hours to sync with Tempo Timesheet reporting
      - • Moving All Internal works to "Internal Issues" Field

Project / Worklog	Key	B	Σ	17 MO	18 TU	19 WE	20 TH	21 FR	22 SA	23 SU
Bynfo Internal Hour Booking	BIHB	0h	13h 30m	1.5	3.5	2.5	6			
Sprint Planning	BIHB-21	0h	30m	0.5						
Internal JIRA Meeting	BIHB-21	0h	1h	1						
Syncing Internal working group Network	BIHB-40	0h	1h 30m		1.5					
Configuring and connecting scanner to a N...	BIHB-40	0h	2h		2					
Investigation regarding one castor ticket. Ti...	BIHB-41	0h	1h			1				
Drivers for HP LaserJet downloaded and u...	BIHB-40	0h	1h 30m			1.5				
Fixing New workstations for new employee	BIHB-40	0h	4h				4			
Two Computer Clean Re installation	BIHB-40	0h	2h				2			
Bynfo Internal Projects	BIP	0h	7h 30m	4	2	1.5				
Internal Projects for hour booking adjusted	BIP-5	0h	2h	2						
Configuring Internal Hours to sync with tem...	BIP-3	0h	2h	2						
Monitoring and Testing Tempo Timesheet a...	BIP-9	0h	2h		2					
Ticket Manually Created in JIRA	BIP-12	0h	30m			0.5				
Investigating automated Ticket Creation in ...	BIP-12	0h	1h			1				
Total		0h	21h	5.5	5.5	4	6	0	0	0

Model 1. Hour booking layout

Sample View on the new internal hour reporting tool

Skills Achieved:

- Advance IT Technical skills
    - Checking Existing Workflow, and Creating a new logic for the workflow
- Analysing business process
    - Creating new logic based on the business process of the organization
        - Done with limited information
- Presenting
    - Presented the proposed way on how to test the newly created projects under the new system
    - Presented the newly created workflow that will be implemented in the new system

18/09/2018

Ongoing Project:

- Bynfo's Internal System migrated from Agilefant to JIRa.
    - Monitoring
        - Checking possible issues that may occur in the future
- Bynfo's Hour reporting moved to be integrated with JIRA service management.
    - Tempo Timesheet will be used as the new hour booking. (Final)
    - Tempo integrated with JIRa service management
        - Hours can now be log in every individual ticket.
        - This will automatically be sync with Tempo and will show for reporting.

Meeting:

- **Meeting with HR regarding the new Hour booking system**.
    - Discussed which reporting format they want to use.

Implementation:

- **Tempo Timesheet**
    - Reporting format requested by the HR implemented to the new hour booking system – Tempo Timesheet.

- **Bynfo's Internal Network**
  - Shared Private Network Created for Bynfo System.

Skills Achieved:

- Advance IT Technical skills
  - Creating a Network on top of an Existing Network
- Analysing business process
  - Following instructions from management and applying the instruction to a Technical point of view.
    - Done with limited information
- Critical Thinking / Logical Thinking
  - Applying all the possible scenario that may occur and in the future.
    - Creating a logic that may avoid possible issues in the future.

19/09/2018

Existing System:

- Jira Service Desk for customer 1, 2, and 3 Maintenance
  - Customer 2 automated ticket creations did not work
    - Ticket manually created
  - Customer 2 system needs to be analysed
    - Cause of system automation failure still unknown

On Going Project:

- Tempo Timesheet Implementation
  - Observing the continues system configuration of the system
    - Added dummy data

Meeting:

- Meeting with possible new customer
  - Lunch meeting with possible new customer regarding a new possible project
    - Customer proposed what idea they have for business process improvements
    - We proposed ideas on what could be the best way to implement what they want

Minor Technical Task:

- One employee cannot connect to the printer.
  - FIXED

Skills Achieved:

- Analysing business process
  - Understanding Customers Idea and connecting them to the business they have.
  - Suggesting idea's that might help their business
- Logical Thinking
  - Thinking on possible ways that might help ease the issue that the customer demanded.

20/09/2018

IT SUPPORT TASK:

- New Equipment's arrived
    - Built new Workstations
        - Monitors
        - Keyboards and Mouse
        - Laptops
            - New laptops configured (Ready to use)
    - BIG TV's
        - Set up the New Tv's to every meeting room
        - TV's Configure. Ready for use
- New Users created for all new coming employees
    - 3 new employees coming

MEETING

- Meeting with HR regarding what needs to be done when the new employees arrived
    - Show them the new workstation
    - How to access Bynfo internal system
        - Outlook, Slack, Sharepoint, etc.
    - Show other facilities and how to use them.

21/09/18

IT SPECIALIST TASK

- Customer 1 Tactical Meeting
    - This meeting will be held to present customer 1 the yearly report agreement and tactical approach in the coming future.
        - Bynfo and Customer Updates
        - Service Status Check
        - Escalations from operative level
        - Continuity planning
- Task to create Dashboard that will show graphs on Incident SLA Response and Resolution Time report.
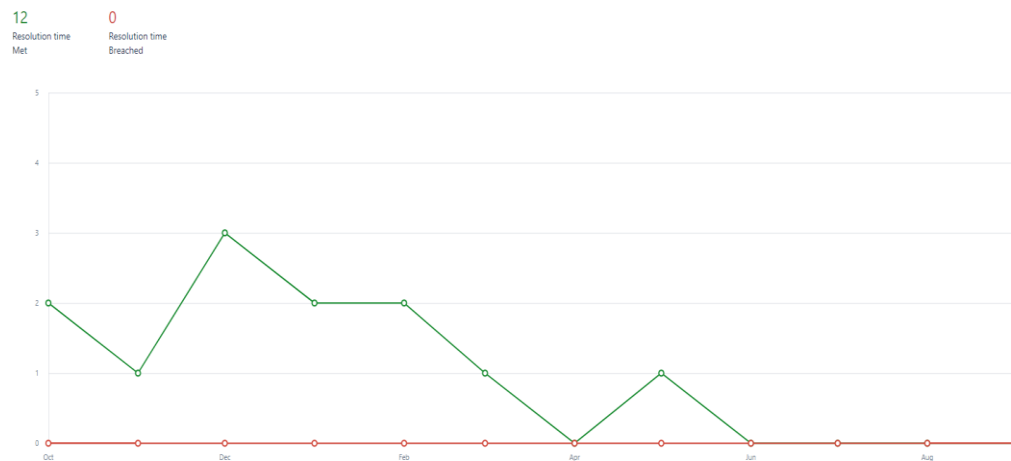
Model 1. SLA Dashboard inside JIRA – Customer 1 – Resolution Time
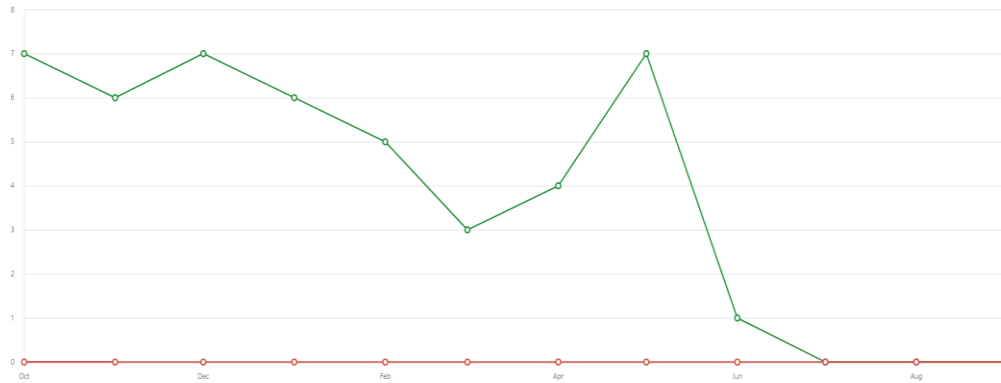
Model 2. SLA Dashboard inside JIRA – Customer 1 – Response Time

Model 3. SLA Dashboard inside JIRA – Customer 1 – Created vs Resolved

Data from this graph is directly taking from JIRA service desk system Via API.

Weekly Summary:

Skills Development

Week 38 helps me a lot on Technical point of view. This week I learnt to navigate and configured different types of software. Qlik, Power Bi and etc. I learnt how to connect them centrally to our internal system using different kind of approach. This will be used for re-porting in the coming future.

Literature:

According to Mind Tools (2015) "Leaders help themselves and others to do the right things. They set direction, build an inspiring vision, and create something new. Leadership is about mapping out where you need to go to "win" as a team or an organization; and it is dynamic, exciting, and inspiring."

I believed that being a leader is different from being a supervisor. Being a Leader, you show what needs to be done rather than giving orders. You don't tell them what to do, instead you show them what needs to be done and how to do it. You need to accomplish something as a team. This week shows me the essence of being a leader. Being a project manager doesn't mean that I will just give order to them and they are the only one who will do the work. We are a team, I am their leader, and we will succeed in this project together.

3.9   Week 39

24/09/2018

IT Specialist Maintenance Task

- Examining the new Windows 10 update "Redstone 5"
  - Research on the possible changes that will occur with this new update.
- Send out email to everyone regarding the possibility that may occur during the update.

Model 1. Email Release

- Research on Power BI pro subscription
  - Task to do a research regarding Power BI pro
  - Differences between free and pro

	Free	Pro
Connect to 70+ data sources	✓	✓
Publish to Web	✓	✓
Peer-to-peer sharing	✗	✓
Export to PowerPoint, Excel, CSV	✓	✓
Enterprise distribution		
Apps	✗	✓
Email subscriptions	✗	✓
Embed APIs and controls	✗	✓
Collaboration		
App workspaces	✗	✓
Analyze in Excel, analyze in Power BI Desktop	✗	✓

Model 2. Power BI Subscription

- Checking how many licenses available inside the organization

Name	Valid	Expired	Assigned
Microsoft Flow Free	10,000	0	13
Microsoft PowerApps Plan 2 Trial	10,000	0	19
Office 365 Business Premium	32	0	31
Power BI (free) What is this?	unlimited	0	35
Power BI Pro	9	0	9
PowerApps and Logic Flows	10,000	0	21

Model 3. Power BI License Available

- Pricing

Author	Share and collaborate	Scale large deployments
Power BI Desktop	Power BI Pro	Power BI Premium
Free	$9.99	Capacity pricing
	per user per month	per node per month
DOWNLOAD FREE >	TRY FREE >	PLAN YOUR COSTS >
Connect to hundreds of data sources	Build dashboards that deliver a 360-degree, real-time view of the business	Gain dedicated capacity you allocate, scale, and control
Clean and prepare data using visual tools	Keep data up-to-date automatically, including on-premises sources	Distribute and embed content without purchasing per-user licenses
Analyze and build stunning reports with custom visualizations	Collaborate on shared data	Publish reports on-premises with Power BI Report Server
Publish to the Power BI service	Audit and govern how data is accessed and used	Unlock more capacity and higher limits for your Pro users
Embed in public websites	Package content and distribute to users with apps	Licensing information for Power BI Report Server and for embedding analytics with Power BI Premium.

Model 4. Power BI Pricing

- Configuration on the new Unifi security gateway.

Model 5. Unifi Dashboard

Service Management Maintenance Task

- Start of the week" Weekly system check-up"
  - Checking the status of JIRA service Management system
    - Automation Status
    - Email handler status
    - Update status
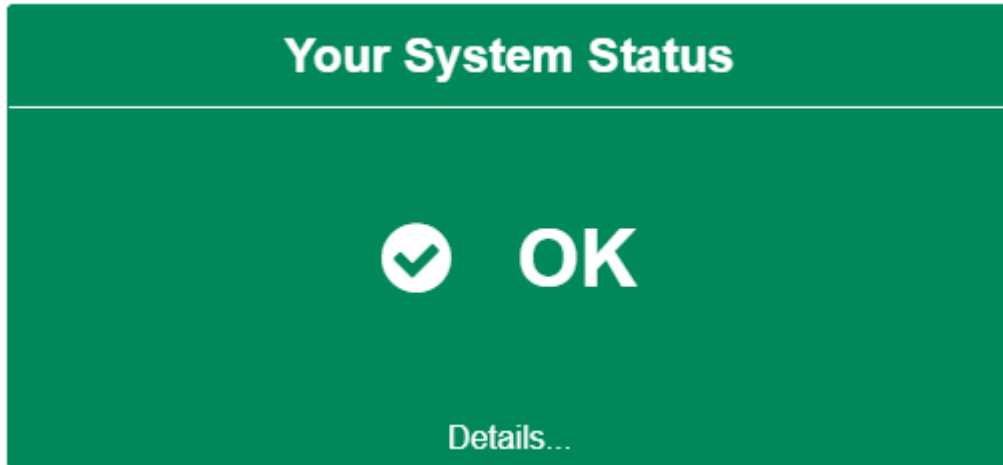
*Model 6. Weekly system Status Check*

Skills Achieved:

- Advance IT Technical skills
  - Administering internal system
    - Configuring different systems
    - System Check-up
      - Understanding the status of the system
- Analysing business status
    - Understanding the financial status of the company
      - Acquiring new system

25/09/2018

New Project

- Implement a new Virtual Storage

Reason

- Currently, Bynfo is using Sharepoint for storing data in the cloud. Also, for collaborating with another team.
- Sharepoint is getting really slow now and it's time to look for a new and better cloud storage.

Implementation:

Phase 1: Research

Model 7. Comparing products

Base on the research, Sync.com is the number one cloud storage in the market of 2018. But by doing further research and comparison. It shows that dropbox is still the most reliable and cost-efficient cloud storage in the market.

Phase 2: Meeting with the management before proceeding with the implementation.

- The management decided that we give dropbox a try for 30 days. And if it works perfectly after 30 days we will proceed with the overall implementation.

Phase 3: Implementaion of the testing material

- Subscription with dropbox 30-day trial
- Created a team for all members
- Organized the folder
- Secured the permission settings
- Configured the connection with everyone
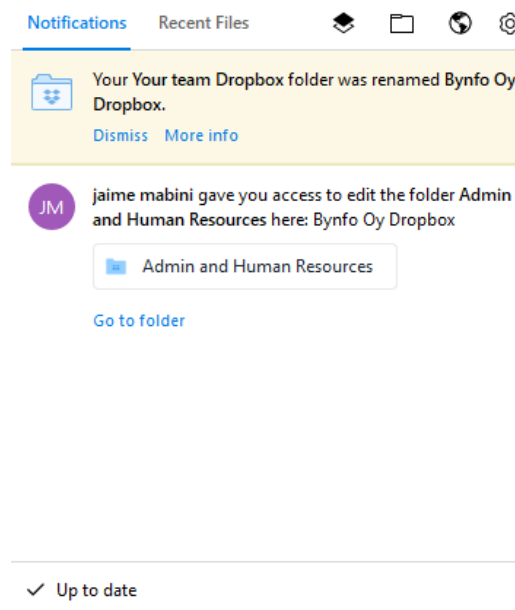
Model 8. Configuring Dropbox
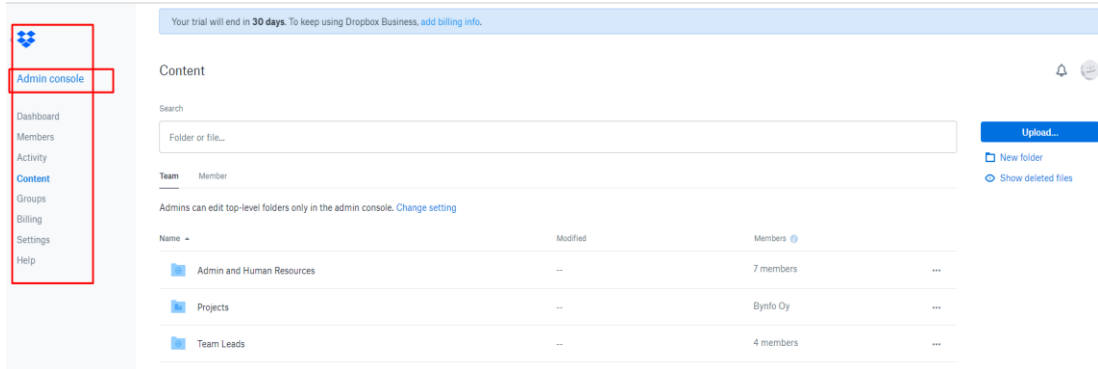
Model 9. Configuring Dropbox

Meeting:

- Check-In meeting with supervisor
    - This meeting occurs every 2nd week of the month. The reason for this meeting is to discuss the working stage of the employee and future improvement.

Skills Achieved:

- Advance IT Technical skills
    - Administering internal system
        - Configuring different systems
        - System Check-up
            - Understanding the status of the system
    - Implementing a new system
- Research skills
    - Understanding the best choice for implementing a new system
        - Financial and worth

26/09/2018

Service Management Maintenance Task

- System check up
    - Checking the status of JIRA service Management system
        - Automation Status
        - Email handler status
        - Update status
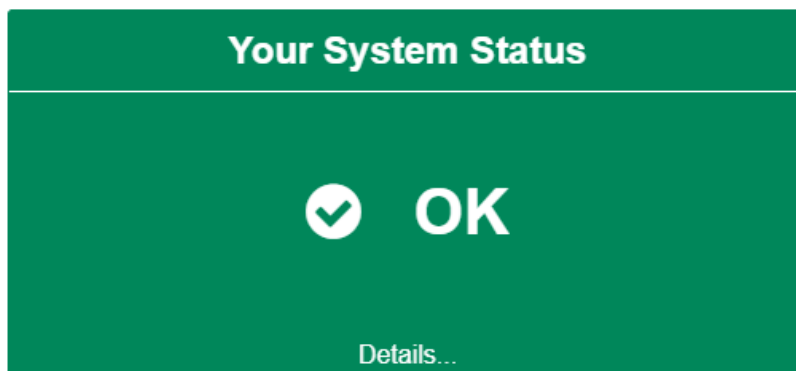
Model 9. System Check up

- Updated all JIRa service desk documentation and moved to the new virtual storage
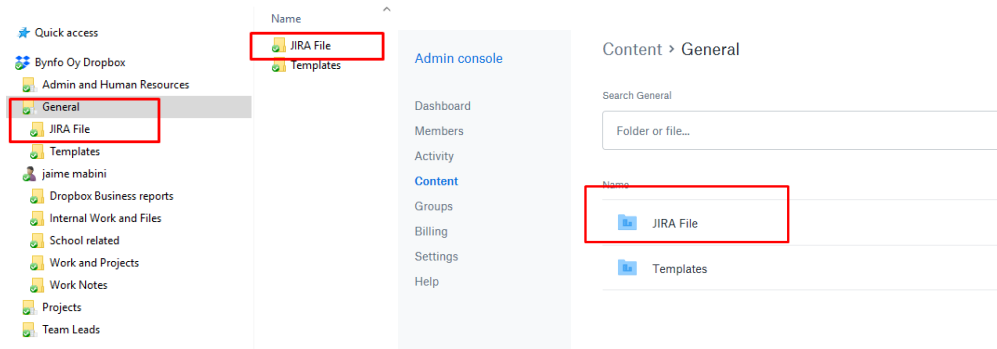
Model 10. Moving Files to virtual storage

On-going project

- Implementing a new virtual storage
    - Go-Live
        - Everything is all set and ready for use
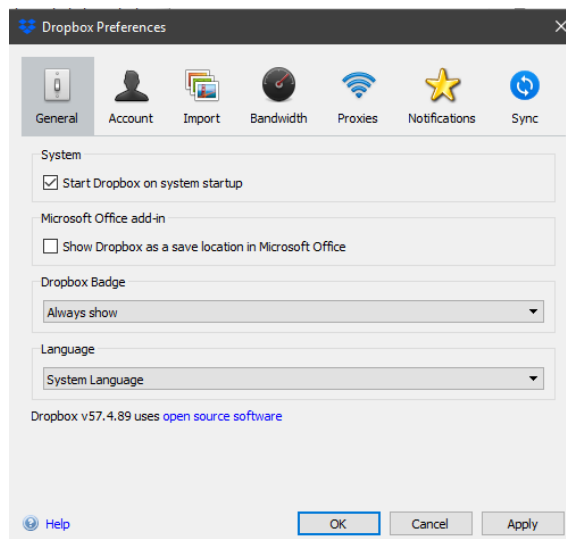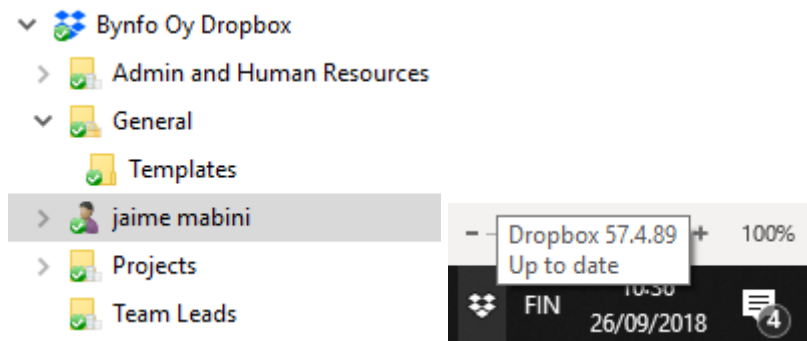
Model 11. Configuring Dropbox
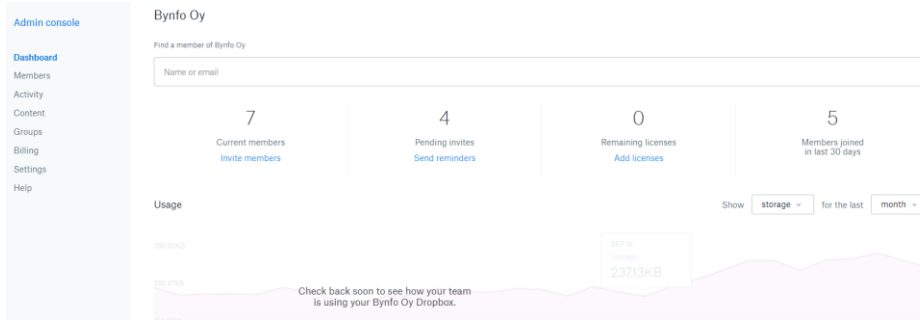
Model 12. Dropbox Dashboard

New Project:

Meeting with Management

- Project scope
    - Create a report that will show the status of all existing project Link inside JIRA system.
    - Track all existing project in JIRA system

Implementation:

- **Research**
    - **Look for a reporting app that can integrate with Jira Project**

        Outcome:

        BigPicture application

- **Configuration**
    - Linking and syncing JIRA projects with BigPicture
    - Adjusting configuration
        - Choosing the necessary data needed

SAMPLE OUTPUT:
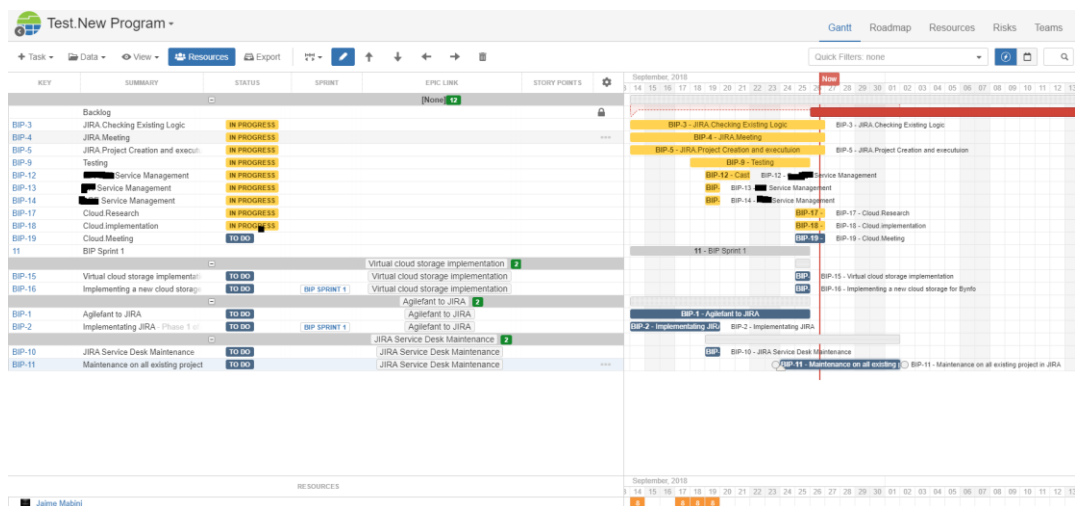
Model 13. Jira Bigpicture

Skills Achieved:

- Advance IT Technical skills
    - Administering internal system

- - - Configuring different systems
    - System Check-up
      - Understanding the status of the system
  - Implementing a new system
- Research skills
  - Understanding the best choice for implementing a new system
    - Financial and worth
- Implementation
  - Implementing new project
  - Understanding the Logic
  - Applying the Logic

27/09/2018

Backoffice Task

- Set – up New meeting room
  - Configured new smart TV
    - Connected to Organization Network
    - Wireless connection

IT Technical Task

- Reformatted 3 old computers
  - Microsoft office
    - Office 365
  - System GUI
    - SAP
    - Analysis for office
    - Eclipse
  - Updated adapters
  - Stored for future use

Skills Achieved:

- IT Technical skills
  - Configured New equipment
  - Reformatted old computers (Updated adapters)

28/09/2018

IT Task

- Configured group policy
  - Deployed Office custom templates to be used by everyone inside the organization

Meetings

Internal Sprint Meeting

- This meeting is about all planning and checking on – going and future internal projects to be made by the management.

Bynfo Bi – Weekly

- This meeting occurs every 2nd week of the month
  - Overview on the company's overall status
    - Financial
    - Business in general

- o Future changes in the company
    - Internally
    - Customer related

Bynfo Day

- This event happens once a month. It's a way to organize a team building for everyone inside the organization

    Programme for the month of September

- Bowling
- Dinner
- Drinks / Get together

Skills Achieved:

- IT Technical skills
    - o Knowledge on how to Configure an organization Internal System
- Socializing with colleagues and understanding different background

Weekly Summary:

Skills Development

Week 39 helps me a lot to grow as a professional IT specialist. This week is loaded with projects the concerns implementing a new system. I got to learn about configuring a network and accessing different application. Additionally, I learnt the art of reporting. This week, they gave a lot of project that concerns reporting. Getting a lot of data from different system and consolidating them into one reporting system.

Literature:

Based from the book written by Erin McDonald, on October 2013. Implementation analysis is now very common, and yet there is no single definition or common methodology, in part because studies draw from different academic disciplines (Holcomb and Nightingale, 2003; Devers, 1999; Kaplan and Corbett, 2003; Werner 2004). For example, implementation analysis is sometimes referred to as a branch or type of program evaluation; but it also is referred to as implementation research, implementation evaluation, process analysis, management research, organizational analysis, or case study research. Corbett and Lennon (2003, p.1)

Yes, Implementation analysis is very common in this generation, but one thing is not, there is no common methodology on how to properly implement a new analysis. When implementing a new system, you need to have a serious critical thinking ability. You need to study all the possible scenario, research, and analyse before you start implementing the
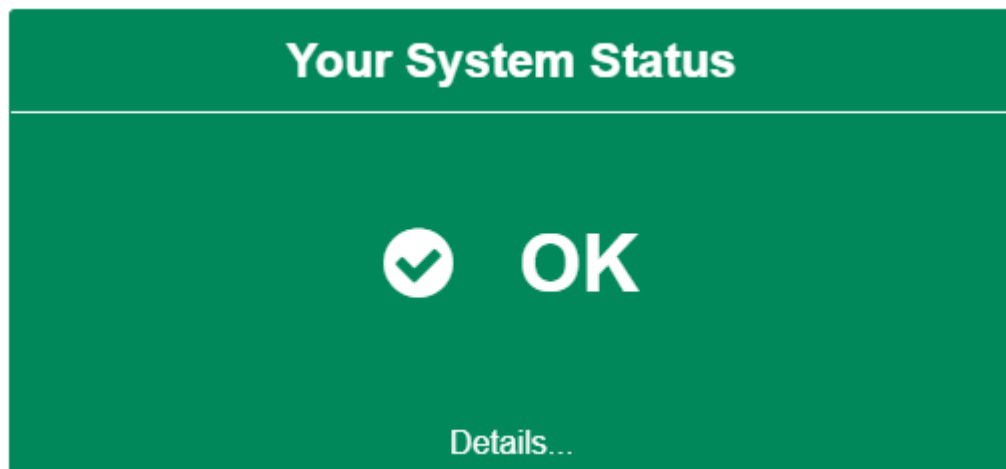
system. You need to point out the obvious scenario and properly lay out the plan of the implementation for the project to be successful.

3.10 Week 40

01/10/2018

Service Management Maintenance Task

- Start of the week" Weekly system check-up"
  - Checking the status of JIRA service Management system
    - Automation Status
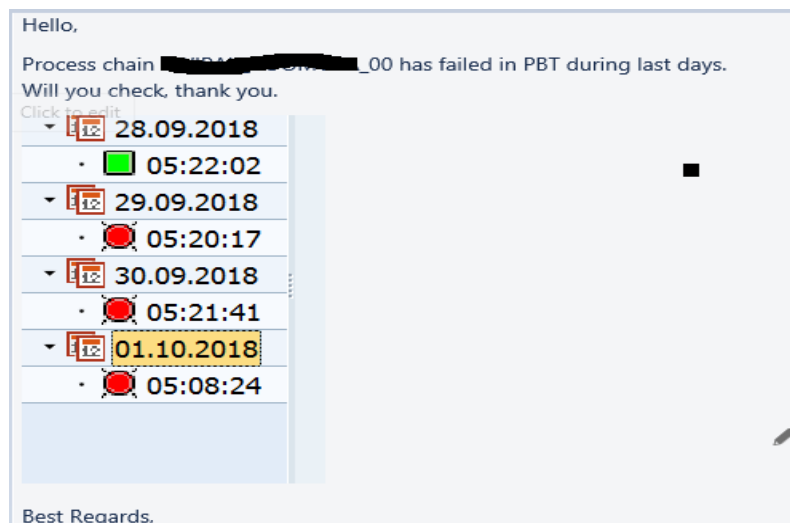   - Email handler status
    - Update Status

Model 1. System Check up

Business Warehouse Maintenance Task

Ticket Received: # 1000007825

Error:

Model 2. SAP BW error

Model 3. SAP BW error

Fixed:

Deleted DTP ID Request and Re run the Process Chain.

Process Chain Finish Successfully with no errors.

Model 4. SAP BW Process Chain

On-Going Project

New Hour booking Tool – Tempo Timesheet Implementation

- Adding and configuring logic for Work Attributes for Reporting Purposes.

Model 5. Adding Custom Fields to Tempo

Meeting

Kehari /development Meeting w/ Henrik Lares

- This meeting covers the performance discussion by the employee

- Future development plans

Skill achieved:

- **Business Intelligence**
  - o Fixing Business warehouse Issue/Ticket
- **Critical Thinking**
- **Understanding Business Logic**
  - o Critical thinking skill and business logic both help me to perform a fix on an existing customer Ticket.
- **Logical thinking**
  - o Understanding and coming up with a solution on how to implement further an existing system.

02/10/2018

Requested project by the management

- The management requested me to create a report that will show Service Level Agreement (SLA) with customers. The report will be implemented inside Jira service management and will call all the data using Azure.

A service-level agreement (SLA) is a commitment between a service provider and a client. Particular aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user."

Final output of the Report made for all customers:
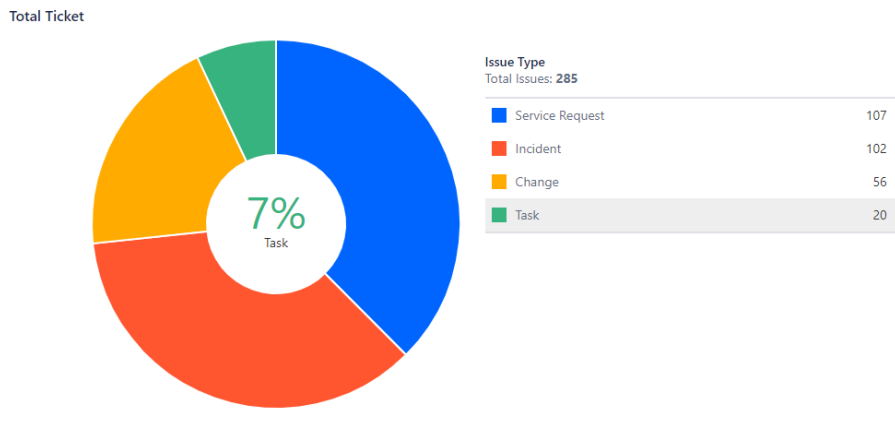
Model 6. Total SLA report

Total Incident **Resolution** time report for the year 2018
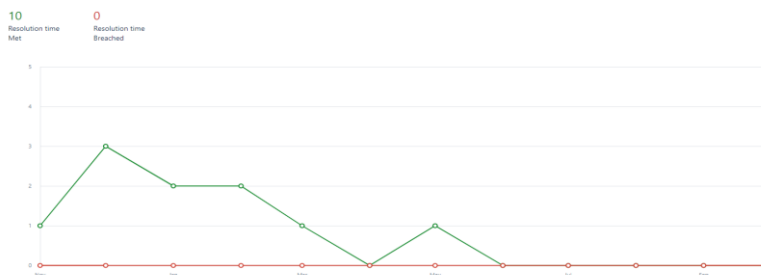
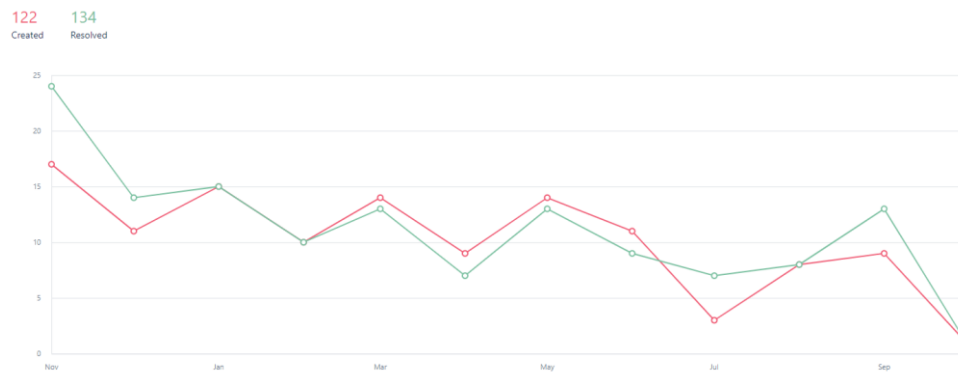*Model 7. Total SLA report – Resolution Time*

Total Incident **Response** time report for the year 2018
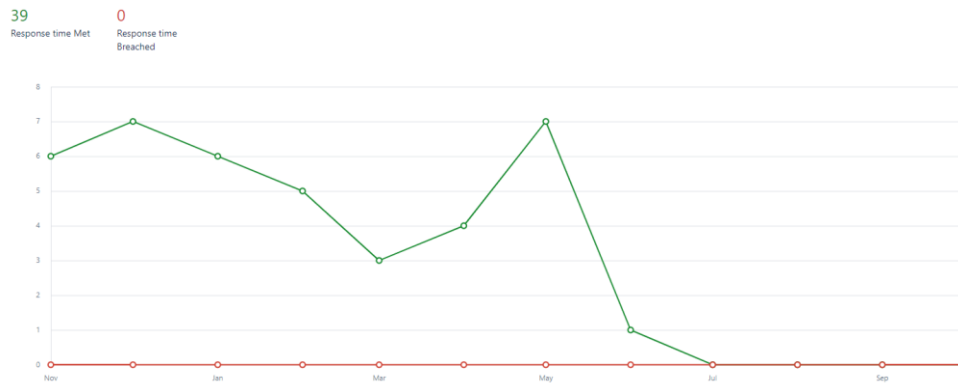
Model 8. Total SLA report – Response Time

Resolved VS **Created** For the year 2018

Model 9. Total SLA report – Resolved vs Created

Issue Type Count

Issue Type	Count	Percentage
Service Request	2	
Incident	1	
Change	3	
Total	6	

Model 10. Total SLA report – Issue Type

Status of all unresolved ticket

Status	Count	Percentage
PEER REVIEW / CHAN...	1	
PENDING	4	
OPEN	1	
Total	6	

Model 11. Unresolved Tickets

IT Support Task

- Changing the Password policy for Office 365 for all in the organization using Powershell

Steps Followed:

(Syntax for connecting Azure AD using Power shell)

```
Install-Module -Name AzureAD
```

```
Connect-AzureAD
```

```
Connect-MsolService
```

Force Change Password: (Syntax)

```
PS C:\> Set-MsolUserPassword -UserPrincipalName "davidchew@contoso.com" -ForceChangePassword
```

This command resets the password the dummy user davidchew@contoso.com. **The cmdlet generates a random password**. The user is required to reset the password on the next sign in.

```
PS C:\> Set-MsolUserPassword -UserPrincipalName "davidchew@consoso.com" -NewPassword "pa$$word"
```

This command resets the password the dummy user davidchew@contoso.com.

Weekly Summary:

Skills Development

Week 40 week helps me a lot to understand the stages of planning and managing a project. During this week, a project was given to me to manage and build from scratch. Creating a system that will help the organization to have a better understanding and concrete knowledge about the status of the company's service level agreement (SLA). Understanding the needs of the implementation is critical on this project. Additionally, given multiple responsibility, this week helps me to enhance my multi-tasking potential.

Literature:

According to Anne C. Rouse, an Organization that uses SLAs or service level agreements in their contract would generate a much clearer perception on the side of the vendors. When a vendor and the customer possess a service level agreement, the priorities have a better view. In this case, the result is better service and a better relationship between the vendor and the customer.

4   Discussion

4.1   Progression and Development as a professional

It was April 3rd of 2018 When I started my training period for Bynfo Oy as a Business Intelligence consultant trainee. I was very lost when I started as a trainee. I have no Idea what to expect being a Data Analyst. Also, it was my first time working as a professional in a Finnish environment. It was really nerve racking during my first few weeks. During the first week, it was very simple. They will teach you the common rules of the company, the proper attire, behaviour, etc. And on the second week, it's the week where in the training gets a bit more technical. But having Information technology background, it wasn't that hard of a transition for me. They will teach you how to properly use the internal system of the company, using the system to log hours, where to check documentation, how to use the service management system (main system for Business intelligence consulting), etc. Furthermore, they gave me a mentor, Mr. Bradley Teng, a Senior Business Intelligence Consultant. He will be the one responsible guiding me throughout my training period. And throughout the remaining weeks, I am ordered to shadow with my mentor and watch how a professional BI consultant works.

During this shadowing period with my mentor, I learnt a lot of things that will be valuable for my desire position, Like:

- How to treat an issue or concerns coming from the customer
  - First, understand the issue that concerns the customer
  - When the issue is already clear, gather the data that is needed to complete the task
    - Check previous documentation (it's possible that the case has been already done before)
  - Work in steps, follow the procedure
    - From **development**, to **test**, and then the **production**
    - Think of possible scenario, what could be the reason behind the issue
    - Investigate
    - Etc.
  - When is doubts. Don't hesitate to ask colleagues. It's always the quality of work and not the pride of the worker.
  - After solving the issue, document the procedure. The document might be helpful for future occurrence of related issues.

Moreover, on the mid period of my training. They started assigning me task e.g. maintenance task, and small part of completing a project. I was doing BI maintenance task and excelling with the help of my mentor. This part of my training helps me a lot. It only proves that in some person, learning hands-on is the best way to approach the learning curve of

that person. I was doing great, and my superior are impressed with my performance. And because of my excellent performance, they tried to include me in a team who are currently working on a project. The project includes Advance business application programming or ABAP programming. In my own opinion, ABAP programming is somehow a combination of java programming and SQL, which I have knowledge since I studied this language during my university time. I volunteered myself to try and solve the issue that relates to ABAP programming. But since it's a new language for me, I still needed to do some research and self-practice to fully understand the logic of the said programming language. Furthermore, I was able to deliver the task given to me on time and yet again, they were impressed of my performance. And because of my promising ability, they offered me a regular position as a junior Business intelligence consultant.

Furthermore, being blessed with a regular Business intelligence consultant position is a huge step for me on reaching my goal of becoming a professional Information technology personnel. I was excited yet nervous on not letting the management down. They expect big things from me and I am very motivated not to disappoint them.
Being a certified junior analyst, they didn't expose me to loads of complicated work right away. Instead, they put me into a certification class that relates to ABAP programming. Because of my promising performance with the previous project I was part of, they want me to continue learning the language of ABAP programming and be the dedicated ABAPers of the company. ABAPers is a person who is dedicated to solve all ABAP related issues.

Transition from Junior business intelligence consultant to Information Technology Specialist:

It was August 2018. The company needs a new employee that will handle the whole internal Information technology system (ADMIN) of the company. They opened the application externally and internally. And being me, I am eager to learn a lot of different technology and I submitted my application. I am very confident that I am qualified to deliver the work that is expected from an IT specialist. But obviously, there is a slight issue, I am currently employed as a junior BI consultant. I had a meeting with the management and discuss the possibilities that might affect my work. On the management side, it was an advantage for them to hire someone internally because it will shorten the procedure of finding them the perfect fit for the company. And for me, it will mean more work. But in my case, I adore learning and progressing and without hesitation, I accepted the offer. And now, I am a 2nd tire junior analyst, 1st tier ABAP developer, and a certified Information Technology Specialist.

Transition to Information Technology Specialist:

The Transition from business Intelligence Consultant to IT specialist wasn't that hard of a transition for me. I am already familiar with the system and I have rich knowledge about different old and new technologies. Additionally, When I started, Bynfo Oy, it was still a small growing company. It was composed of only 30 employees including the management. And since they were still a small company and no dedicated IT specialist, they don't have much system implemented just yet. And this just made my work easier. For me, implementing a new system is easier than trying to fix an already existing system who is configured by someone else.

On September 2018, it was the very start of my transition from BI consultant to Information Technology specialist. And this time, I have no help, no mentor and no trainings. I was on my own, I am the dedicated IT specialist and they expect me to learn everything on my own. As an IT specialist, first thing that you need to acquire is admin access to every system that is in place inside the company.

Transition:
- Gathering all information regarding existing system implemented inside the company
- Acquiring Admin access to every system
- Studying the logic of the implemented system (Why, how, and when)

Furthermore, after acquiring all necessary information and admin accesses, it's time to start working. Coming up with an idea that will make the business process of the company easier and smoother is an easy task since I've been with the company for a few months now and already familiar with the processes.

Firstly, I implemented the automation of JIRA service management system. When I first started with Bynfo Oy, they are using a ticketing system called "Agilefant" they are also using this for hour booking. But this system doesn't give you the advantage of automating the ticket creation coming from the customer.
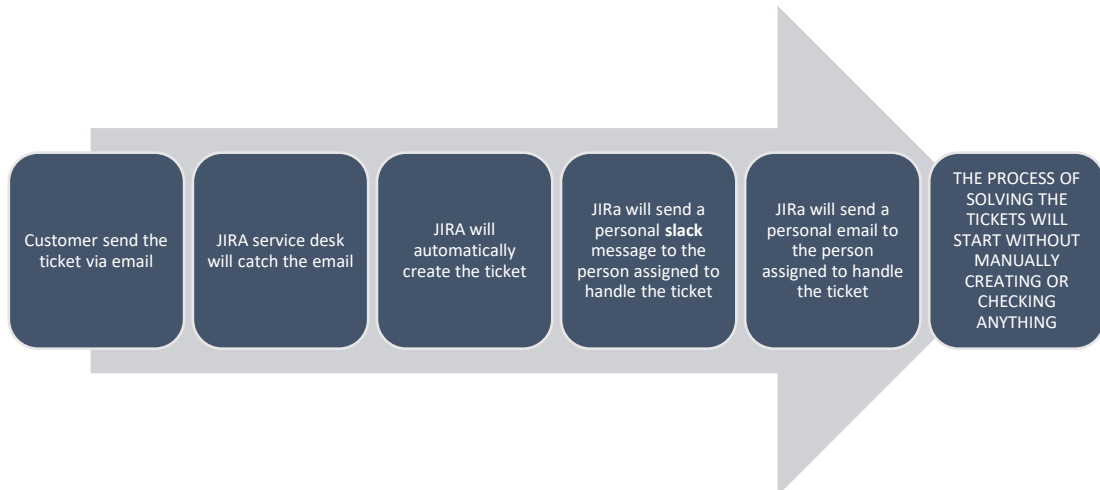
Old implementation as shown below:
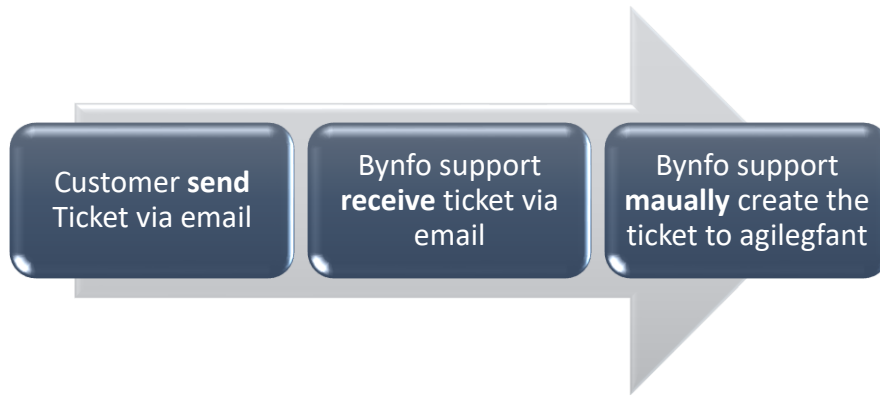
Model 1. Old Jira Implementation

As you can see from the image above, the old implementation is lacking on automation. The support personnel are task to do more than just fixing the issue. This implementation is prone to breaching the SLA, because with this implementation, the support needs to manually check the Bynfo mailbox for incoming tickets. And if the support forgets to check the inbox, it's possible that why might missed the ticket. Additionally, they need to manually create the ticket before proceeding with the fix, which affects the time of resolution to the tickets.

New implementation:

Model 2. New Jira Implementation

As shown in the picture above, this is implementation automates everything that the old implementation cannot. This also includes a lot of other benefits like:

- Hour booking (inside each tickets)
- Knowledge base
  - Automatic search (knowledge base will display previous documentation that relates to the issue)

- SLA Reports
- Automatic fill out of the description and subject (information coming from the email)

Sample output of the ticket:

Header

Model 3. Inside the Ticket

Body

Model 4. Inside the Ticket

Hour booking, Knowledge base, and comment section

Model 5. Inside the Ticket

4.2   Development during Diary Thesis Implementation

During the whole process of writing and creating my diary thesis, I learnt a lot. I learnt that documentation helps you in all possible ways you can imagine. Documenting all the task you do gives all you the benefits of checking your work. There are times that you don't re-alized that you did something wrong until you start documenting them. You will see that something is not right when you start writing them. Also, documentation will help you in your future task. There is a big possibility that you might encounter the same task in the future, and you can rely on your previous documentation to complete the task. Addition-ally, you will for sure encounter issues with your implementation and you can again rely on your documentation to figured out on what could be the reason behind the issue. Furthermore, creating my diary thesis helps me to gauge my progress. Writing and re reading them helps me to realize the progress I made throughout my whole professional career.

4.3 Taking advantage of work analysis

Understanding work analysis or job analysis is really a huge advantage for my position. It helps me to understand to where I should be positioning myself inside the organization. It provides me the knowledge to understand the attributes and requirements of my job which are needed to effectively perform my task. Additionally, it is a huge boost for me to determine the needed system to implement inside the organization. Job analysis helps me to describe the duties of every employee and what they needed to make their duties lighter.

5   Conclusion

Working as an Information Technology Professional is a complicated task. Patience and determination are strongly needed to excel in this field. And with that being said, given the opportunity to be part of this profession is such a good start for my career. it is a huge step forward towards my future. And I am very determined to continue what I started. I will work hard to boost my potential and be the best on what I do. Furthermore, Writing and creating this Diary thesis really helps me in a lot of possible ways on getting through all the obstacles I faced during the whole transition from being a trainee into a certified professional. My goal may not be easy, but things that are worth doing are often not easy and rewarding when accomplished.

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