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Internship Thesis – Koch Industries

by

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Advisor: Dr. Karl Schubert

**An Honors Thesis in partial fulfillment of the requirements for the degree Bachelor of
Science in Business Administration in Information Systems.**

**Sam M. Walton College of Business
University of Arkansas
Fayetteville, Arkansas**

May 14, 2022

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Company Background

An Overview of Koch Industries

The history of Koch Industries dates back to 1927, when Fred C. Koch improved the process of converting heavy oil into gasoline. This innovation was the moment that started it all; the company has only grown since its humble beginnings. Today, Koch Industries (Koch) is one of the largest privately held companies in America (*Summary of Koch Industries History*). Koch has involvement in an extremely diverse list of businesses and industries around the world; the organization is a conglomerate of companies that all function under the same umbrella. Two of the most noteworthy companies owned by Koch Industries are Flint Hills Resources, a refining and manufacturing company, and Georgia-Pacific, a pulp and paper company. Different companies across Koch also specialize in engineering, transportation, connectivity systems, agriculture, business investing, and more. Koch employs more than one hundred and twenty thousand people globally; at the forefront of it all, is Fred's son Charles G. Koch, who serves as chairman of the board and CEO of Koch Industries. Charles assumed this position in 1967 and has led the growth of the business ever since then.

Koch's Emphasis on Company Culture

Over the years, Charles Koch has developed a unique philosophy on company culture and business called Market Based Management® (MBM®). This philosophy provides motivation for every decision that is made at Koch Industries. MBM® consists of eight guiding principles that define what Koch stands for as an organization: Integrity, Stewardship & Compliance, Principled Entrepreneurship, Transformation, Knowledge, Humility, Respect, and Self-Actualization. A key concept within MBM® is the continual growth and improvement of oneself in order to create more value for the business, customers, and the individual themselves. This concept is often referred to as a cycle of mutual benefit. Employees all across the organization are encouraged (and expected) to pursue their MBM® journey throughout their entire career at Koch, not just during training. This philosophy is truly an integral piece of the organization; there is even a Koch company dedicated to the growth and development of MBM®, both inside and outside of Koch Industries.

My Role at Koch Global Services

Koch's Internal Information Technology Company

Koch Global Services is Koch's internal shared services company that provides and manages different technology capabilities for various companies across the organization. Formed in 2001, Koch Global Services is comprised of teams focused on information technology solutions, human resource solutions, facility management, and financial solutions. Koch Global Services is dedicated to serving the various Koch companies and only has limited external customers. One unique thing about the company is that it is a non-mandated shared services organization. This means that each company under the Koch umbrella can choose which, if any, services they want to contract for with Koch Global Services. Although many of the companies do utilize the services offered by Koch Global Services, this is a way for the company to make sure it is continually challenging itself to be better. The company prides itself on aiming to provide the best services possible to each customer.

My Role

In the Summer of 2021, I worked as an Information Technology Intern for Koch Global Services. I served on the Information Technology Service Management (ITSM) ServiceNow team. We focused on managing and expanding the internal technology help website called Compass. During my time as an intern, I learned about ServiceNow®, the agile methodology, and Koch's unique company culture. I got an inside look at what it is like to work on a product team as I practiced light development and business analyst skills. My intern responsibilities also included learning about the various services offered by Koch Global Services.

Personal Learning Objectives

Before starting my internship last summer, I had no industry experience at all. I had worked part time jobs during school, but I had never worked forty hours a week and I had no knowledge of how corporate America functions. I was ready to apply what I had learned in school and grow as much as I could over the summer. One of the main concepts that I wanted to explore during the internship was daunting: my career. Between learning about data analytics, information systems, development, and blockchain in my classes, I had no idea what I wanted to do or what I wanted my first full time role to look like. This question was pressing on my mind all summer; I felt that my first role after college and what company I worked for would determine the rest of my career. My goal was to understand what information technology teams work on and how different individuals impacted the team's work.

Detailed Description of Specific Assignments

Market Based Management

Learning the Market Based Management® philosophy was perhaps my largest, most impactful takeaway from my internship. MBM® allowed me to become a more confident, inquisitive individual in my professional life, and I found myself using the concepts I learned outside of work. At their roots, many of the guiding principles of MBM® are truly just about being a good person. Most of these principles already aligned with my ideals in life, so I really enjoyed getting the opportunity to learn how to be a more humble, respectful, innovative individual. One of the most admirable aspects of MBM® is that the philosophy is constantly evolving and there is always something to learn. Different concepts in the framework mean different things to different people; there were countless group discussions about MBM® during my internship. We had the chance to hear everyone from interns to leadership talk about what MBM® means to them.

One notable practice within MBM® is called the challenge process. Every employee at Koch is encouraged to have enough humility and respect for their colleagues to both challenge others and to be challenged. As an intern, this sounded intimidating at first. I did not want to question anyone, especially professionals who had way more knowledge and experience than I did. Overtime, I grew to appreciate this process. I learned that challenging someone often meant having the courage to ask a question, whether that question was very minor or something that would alter the work they had been doing for weeks. On the other hand, being challenged by someone else often meant learning a better way to do something or thinking about a problem in a way that I had not considered before.

From my very first day, my team at Koch Global Services was committed to challenging me and helping me grow both personally and professionally. This was an aspect of my internship at Koch that I am truly grateful for. I was encouraged to explore what interests me even if this meant shadowing people on other teams in Koch Global Services or even within different Koch companies. One day, I mentioned to one of my mentors on the team that I didn't think I wanted to work as a data analyst due to my previous experiences in classes. My mentor challenged me to look into data analysis anyway and connected me with a data analyst in Koch Global Services. Over the summer, the data analyst let me shadow her multiple times. I got to watch her work through several projects, and I learned what she liked and didn't like about her role. This experience gave me a whole new perspective. If my mentor would not have challenged me to step outside of my comfort zone, then I would still have a tainted view of data analytics to this day. During my time as an intern at Koch, I was able to meet one on one with so many people: developers, business analysts, product owners, scrum masters, and more. This was one of my favorite parts of my internship. With each new connection, I was able to learn different perspectives on roles, careers, MBM®, and even life. Some of the most memorable meetings I had were with different leaders in Koch Global Services, and these individuals gave me advice that I will remember for the rest of my career. It meant a lot that people all across the company took the time out of their day to meet with an intern.

ServiceNow® and Compass Overview

Before starting my internship, I had no idea what ServiceNow® was or how it worked. This served as a great opportunity to learn a new system. ServiceNow® is a software-as-a-service company that has grown rapidly since its launch in 2004. The platform started with just the Information Technology Service Management suite, which is the product that my team used. ServiceNow® also offers services that aid companies in operations management, business management, asset management, security operations, human resources, and more (*The World Works with ServiceNow™*). Koch Global Services utilizes many of these services as well to serve the various Koch companies.

Koch's internal technology help website, Compass, serves as a tool for any Koch employee to get help with various technology requests. These requests could range from software installations, hardware requests, account issues, and more. There are countless reasons why a user would access the Compass website. For almost anything a user can think of, there is a request form for them to fill out on the website. Once a user fills out a request form, it routes to the team that has ownership of that form. My team was responsible for managing, editing, and creating these forms. This whole process was possible through the ServiceNow Information Technology Service Management package.

Development Skills

ServiceNow® was the perfect product for me to gain experience in light development. I had taken a few coding courses in school, and I was interested in learning more about development. A developer's job responsibilities can depend on their product, but it was so enjoyable to see the life of a ServiceNow® developer. ServiceNow® is a low code development tool, so a lot of the work can be drag and drop. However, there are also various levels of JavaScript needed depending on what a developer is working on.

One of my mentors started teaching me by allowing me to watch him walk through different aspects of the ITSM platform. The system was very overwhelming at first, but I learned a little each day. My supervisor also enabled my learning by signing me up for an online, self-paced course about ServiceNow®. Between this course and learning from my team, I was able to learn a ton. One of the most exciting days of my internship was during the fifth week; I got assigned my first user story. A user story is best described as a short, written description of requirements that must be edited, changed, or added into a system. It resembled a task that I had to do. Up until this point, I had worked on stories with my mentor, so I was very excited and nervous to take the lead. This user story involved creating a catalog item, or a form, on the Compass website. I was able to complete several other stories over the summer. I mainly focused on creating and editing catalog items, which was very enjoyable. These tasks only required light development skills, so it was a great way to learn a little bit but also feel like I was getting something accomplished.

Working on a development team also allowed me to experience the agile methodology from start to finish. The agile methodology is a way to manage a project in a way that allows room for flexibility and teamwork. The project is broken down into small pieces and the process has room to be iterative. My team utilized the scrum framework, and I was able to meet with our team scrum master twice a week for most of my internship. He was able to teach me all about

agile, scrum, Kanban, and more. These were terms that I had heard in class, but I got to learn the true value of these methods during my internship and see how they work firsthand. Now, I can only imagine working on a development team that uses these practices!

Business System Analyst Learnings

Along with developing on the ServiceNow platform, I also got to explore the responsibilities of a Business Systems Analyst (BSA). A BSA role can vary depending on what company you work for, what system you work with, or the experience level you have. Based on my experience at Koch Global Services, BSAs often act as a midpoint between the development team and the customer. A BSA often works very close with developers and might even have some technical skills themselves. I discovered that this role is my ideal mix of working with both technology and people. A BSA often works with customers to see if there is a way their system, ServiceNow® in my case, can add value to their business or solve a problem.

During my internship, I was able to learn about requirement gathering, story refinement, and testing. All of these concepts are a crucial part of serving as a BSA on a development team. I learned that one of the most important aspects of being a Business Systems Analyst is the connection that you form with the people around you, both the customers and your development team. Having a respectful, trustworthy relationship with the people I worked with allowed me to communicate with them more effectively during each step in the process. As a BSA, this is crucial. I discovered that one of the most important parts of being a BSA is being able to ask the right questions; in many cases, it was my job to truly understand what my customer's problem was, help decide exactly how ServiceNow® might benefit them, and communicate clearly to developers down the line.

One of my best learning experiences over the summer involved working with a customer on a specific user story. This user story involved one form that was already on the Compass website and two other forms that needed to be added as links to the original form. After a session of requirement gathering, I felt I had a good vision of what the customer desired for their new form. Since I was an intern learning about both the developer and BSA role, my team allowed me to work on developing this user story as well. This is something that would not normally be done, but I was very grateful to have both responsibilities on this user story; it allowed me to experience the process from start to finish. After creating the form in Compass, I met with the customer again and discovered that they thought another method might work better. This is where I grew to appreciate iterative work, and I solidified just how important communication was. The second time around, I asked many questions that I had not asked before. Since I had seen the development side of things, I had a better understanding of what requirements would help developers understand the user story clearer. This is something that I will take into my full-time role; it is so imperative to understand both customers and developers. When in a BSA role, you must answer questions and advocate for both sides.

Critical Reflection

In only twelve weeks, I learned more than I could have ever imagined. I believe that my internship at Koch set the foundation for my entire career; of course, this foundation will always continue to grow. My internship helped me genuinely understand how a development team functions, and I was determined to work in a similar environment after my experience. After exploring both the development and the BSA side of things, I also solidified my goal of wanting to become a Business Systems Analyst. I discovered that this role aligns with my strengths. I enjoy getting to know people and helping them, so I think this will translate well into a BSA role. My supervisor also helped me to feel comfortable with this decision. We talked several times over the summer about my goals and what aspects of my internship I enjoyed more.

One thing I admire about Koch Industries, Market Based Management®, and the people I have encountered within the company is that employees really are encouraged to find their passion. During the first week of my internship, a leader from within Koch told the interns that we would never reach our full potential if we were not doing what we were passionate about and what we were good at. This statement will stick with me for the rest of my career. At the end of the day, I do want to reach my full potential, but I also want to enjoy what I do. My team at Koch Global Services allowed me to begin my self-actualization journey and explore my interests. I hope that I can always find passion in my work and feel that I am making an impact.

I grew exponentially over the course of my internship, and I have many people at Koch Industries to thank for that. One of the best ways to learn is from people, and there was never a shortage of individuals at Koch who were willing to pour knowledge into me. My supervisor, mentors, team, and countless others positively impacted my growth in ways that they might not even know. I got to ask questions and talk to so many people, each who had their own experience and knowledge. Certain learnings from each person impacted my mindset, my growth, and how I view my experience. I can honestly say that out of all the people who I interacted with at Koch, no one ever denied me their time. Every person I asked was willing to meet with me whether I needed help or just wanted to learn more about their experiences. In addition, every person I met with over the summer would always take the time to get to know me, and many of them would give me other contacts to reach out to as well. Through this experience, I saw the value of forming connections and networking firsthand. Koch Industries is impactful for so many reasons, but the people within the company cannot be outshined.

I am beyond grateful for my internship at Koch Industries, but thankfully it is not over. During my senior year, I had the opportunity to work remotely with KBX Technology Solutions, where I continued to explore working on a development team as a Business Analyst intern. I feel extremely lucky to have been able to work for two companies under the Koch Industries umbrella. My supervisors and coworkers at Koch Industries have all had a genuine interest in my professional and personal development. Before starting my internship, I felt that my first full time job and what company I worked for would determine the rest of my career. I still believe this is true; deciding my first role is a big decision, but I know that beginning my career at Koch is the right choice. After graduation, I will be returning to Koch Global Services as a Business Systems Analyst. Koch Industries allowed me to explore my interests, challenged me to grow, and made me a more confident, curious, and understanding individual.

Appendix – Journal

Week 1: May 18th- May 21st

Tuesday, May 18th

Setup Workstation

Learned about ServiceNow and ITSM (see KGS ETM Strategy Notes)

Observed an eDiscovery ServiceNow Meeting with BSA on the team- got to see him edit system

Wednesday, May 19th

Intern Kickoff Meeting Day 1

IT Interns met with KGS Chief Information Officer

Thursday, May 20th

Intern Kickoff Meeting

- Welcome Message from Koch Leadership
 - You'll never reach your full potential if you are not doing what you are passionate about and what you're good at
- MBM Activity | Self Actualization
 - Make choices out of the desire to learn and grow
 - Never ending journey- both personally and professionally
- Stewardship & Compliance Breakout Discussion
 - "Stop, think, and ask"
 - Think about your actions before
 - If you're unsure of something, ask beforehand instead of after the fact.
 - Don't break the law
 - Be aware of the rules and regulations that you need to follow
 - Put Safety First
 - Example: Make sure that your actions don't interrupt your neighbors
 - Be aware of your surroundings and how your actions affect your community
 - Don't take shortcuts
 - We can have tendencies to take easier routes, but even if we do this one time it can lead to inefficient results. This also relates to integrity
- Humility
 - Be both humble and be intellectually honest
 - Own up to your mistakes and take responsibility
 - The task at hand is bigger than any individual
 - Have the courage to be humble- admit when you don't know something

Friday, May 21st

- Attended first daily SNOW Team meeting
- BSA on the team showed me around ServiceNow
- HR Service Delivery Overview
- ITBM Overview
- Met with developer on the team to walk through development side of ServiceNow

Week 2: May 24th- May 28th

Monday, May 24th

SNOW Team Daily Scrum Meeting

- KTC = Koch Technology Center in India
 - work from 12 -9 India time (our morning is their night)

Agile 101 Session with Scrum Master

- going to learn about the Agile Methodology, Scrum, how our team uses these, etc.

Community Connection Meeting with Mentor

- My assigned mentor who works at a different Koch company. Her and I will be meeting every few weeks to talk about living in Wichita, how my internship is going, etc.

Tuesday, May 25th

SNOW Team Daily Scrum Meeting

ITBM Overview Continuation

- Questions
 - Do the project management tools cater to certain kinds of projects over others?
 - I believe we got through time tracking- are there any other tools that would be valuable to see?
 - What do you think the biggest benefits of the business management tools are? Are there any challenges that the system has?
 - What does a typical day for you look like?

1:1 with Supervisor

- Discussed KGS vision

Wednesday, May 26th

- Agile is compatible with MBM
 - Agile is about building relationships between IT and business
 - Creating value
 - Both MBM and Agile are all about getting superior results
 - Agile gets feedback (principle 5)

KGS IT Intern Team Meeting

First Story

- Catalog Item= the form
- Request (complete request- cart)
- Requested Item RITM (specific task or item in the cart)
- Sys_id = system id no repeats 32 character

- Impersonated user to understand the problem (dropdown by my name)
- Needed to understand where problem was happening (looked at workflow)
 - To see workflow, go to RITM and look under Related Links
- Found where error occurred in workflow, decided where to fix it
- We decided to delete the inactive fields
 - Went to Configuration Items Table
 - right click grey area to view all
 - searched business rules for visibility using filter
 - selected "Inactive Routing when CI Inactive"
 - Changed Code
- This then created an update set since we were in global

Thursday, May 27th

KochU: Intern Programming

- RR&E's: Role, Responsibilities, and Expectations
 - Actively Participate
 - Ask questions, take notes, discuss
 - Build Relationships
 - Extend your knowledge networks
 - Provide Schedule
 - ACT
 - Reflect on your learnings, share them, and apply them
 -

Friday, May 28th

SNOW Sprint Planning Microsoft

- Look at all the stories that will be in the sprint
- Decide if point allocations for each story is correct
- Brainstorm how they might go about the story/ understand the problem

Week 3: June 1st – June 4th

Tuesday, June 1st

Retrospective Meeting

- Team began with things they did well this sprint
 - Worked in Agile manner
- Things they learned
 - Should they have started smaller?
 - Problems with customer base
 - Challenges with communication of the requirements from customers
 - There were problems with testing- how do they fix it?
 - Excel sheet to help testing/ customer

SNOW Daily SCRUM Meeting

KochU: Basics of Effective Communication

- Understanding Your Audience
 - Single most important aspect of communication
 - New Golden Rule: "Treat others the way they want to be treated. Meet people where they're at."
 - Application of MBM Customer Focus essential
 - Customer Focus: understand and develop relationships with customers to profitably anticipate and satisfy their needs
 - Relationship Level
 - Work on getting to know your customers so that you can understand their needs and incentives
 - How well do we know them?
 - What personality aspects / traits affect our communications?
 - Have we built up trust?
 - Communication Style and Preferences
 - To the point/ to the data/ together/ to the positive
 - Meet people where they are at and know how to effectively communicate with them based on their own style
 - Incentives and Expectations
 - What motivates their behavior?
 - What are their expectations of us?
 - How can we profitably anticipate and satisfy their needs?
 - Response Needed
 - What are MY incentives?
 - What do I need from them?
 - Win/Win
 -
- Communication Styles
 - To the Point
 - To the Positive
 - Together
 - To the Data
- **My communication style is "To the Data." This session was very enjoyable for me. I think one of the most important aspects of being a BSA is communication. Understanding different communication styles will help me better work with my team, developers, the business, and end users.**

Wednesday, June 2nd

SNOW Daily SCRUM Meeting

- First Day of Sprint 81
- Everything in Ready or Work in Progress

KGS IT Intern Team Meeting

- Koch history goes way back with Fred C. Koch- focused on oil and gas
- 2004 acquired INVISTA- first branch out
- Acquired Georgia-Pacific in 2005

- Koch Global Services
 - Koch's Internal Shared Services Company
 - Formed in 2001 focusing on US business demand
 - Non-mandated shared service organization (Koch companies have the choice to contract for KGS services)
 - Dedicated to Koch- limited external customers
 - Continuing to expand to global locations to support Koch Industries Vision

 - Technology Solutions
 - Human Resource Solutions
 - LIFT
 - Financial Solutions Project Management
 - Global Transformation

 - Automation and Analytics Team

- Agile Knowledge Share Learning Series

- Working on STRY00*****

Thursday, June 3rd

SNOW Team Daily Scrum Planning Meeting

Koch U: Written Communication Deep Dive Video

- Written Communication Principles
 - Know Your Audience
 - Eliminate Clutter
 - How to Avoid Clutter
 - Summarize in 1 sentence
 - Outline major parts
 - Evaluate everything against your summary
 - Focus Attention
 - Bold, underline, etc
 - Use sparingly and be consistent
 - Think like a designer
 - Affordances
 - Aspects of the design that make it obvious how to use it
 - Accessibility
 - Easy, plain font
 - Avoid abbreviation
 - Aesthetics

- Visually appealing designs are better interpreted
- How does it look from a high level

Friday, June 4th

SNOW Team Daily Scrum Planning Meeting

- Saving extra discussion for the end of meeting or separate time
- Stick to the point

Made my first catalog item!!

Week 4: June 7th – June 11

Monday, June 7th

Snow Team Daily Scrum

Business Acumen Degreed Module

- KII Vision
 - To help people Improve their lives by providing products that they value more than their alternatives and to do so responsibly
 - Superior returns
- The Role of Business in Society
 - Create value for society // make people's lives better
 - Improve standard of living
 - Business must create value and make profit (using inputs in a higher value of use)
- Individual Capabilities
 - If you plan to not fully develop and apply your capabilities, you will be deeply unhappy for the rest of your life.

Intern Small Group MBM Talk Planning Session

- Self- Actualization Definition
- Example: Either Personal / Company Wide
 - Explain what our learning journey has been like so far during our internship/ how we've started to self-actualize or realized the possibilities of where we could go in our careers
- Ask others for their own examples
 - Is there a time when you've self-actualized?
- Principled Entrepreneurship Definition
- An Intern's Example
 - Every day you come into work you should see yourself as a small business
 - Decision Rights- you can complete your tasks in the way you see fit
 - You can choose your own path

The Danger of Complacency

- What's the *right* opportunity?
- Internal challenge process
 - understand all the pit falls

Tuesday, June 8th

Snow Team Daily Scrum

Community Connection Meeting with Mentor

Core Capabilities Degreed Module

- Tips to Begin My Self-Actualization Journey
 - Intentional
 - make a conscious decision to identify your strengths and talents
 - Then, focus on and develop your strengths and talents
 - Decide to do it and act on your decision
 - Deliberate
 - Put your decision into action
 - Not all paths look the same- we all have different motivations for doing this
 - Consider the best path forward for you
 - Incremental
 - Small, incremental shifts in your development add up to big gains over time
 - Remember, self-actualization is a journey, it's not a one-time event or destination
 - Keep learning about yourself and focus on where you want to grow and develop over time

Wednesday, June 9th

SNOW Team Daily Scrum

Koch U Core Knowledge Series: Business Acumen

- Superior Returns
- When investing.. What's the long term benefit?
 - Barriers to entry
- In the long run, everything is a toaster
 - Just because something is extremely hard to make doesn't mean it's a good business

Thursday, June 10th

SNOW Team Daily Scrum

ServiceNow Platform Team Meeting

Charles and Chase Intern Q&A Video

- Integrity
 - All we have at the end of the day is our brand, our integrity -Chase Koch
- The Value of Focus
 - You can dilute yourselves doing a lot of different things, but too many things could crowd out what you're passionate about. Reorganize your life constantly and reevaluate what matters.
 - To create value for yourself, find something that checks all these boxes
 - Focus on:
 - Where there's a value opportunity
 - What you're passionate about
 - Comparative Advantage (what's your gift?)
 - Bottom-up empowerment not top down control

Friday, June 11th

SNOW Team Daily Scrum

Job Shadowing Session with Scrum Master from KBXT

- Two teams: Backend and Frontend
 - Goal: one source of truth for people's visibility
 - Backend team handles the information TBD-- terrific backend design
 - Working with all of the SQL, databases, architecture
 - Making sure data is here and available and useful
 - Developing team
 - Frontend team handles the application- takes data and displays it in graphical way -- BFF building fantastic frontends
 - Data lake and data stream getting everything onto the platform
 - Ocean, parcel, LTL (less than truckload), rail, air travel
 - QA- Quality Assurance joining both teams
 - Confirming stories that are completed
 - Making sure how everything looks how it should
 - Just getting into automation
 - Product Manager: all the roles of a product owner but also is in charge of the people
 - Transitioning less into contractors and more into full time employees

Week 5: June 14th – June 18th

Monday, June 14th

SNOW Daily Scrum Meeting (Standup)

Agile Knowledge Learning Series

Koch U: Case Study Overview

Worked on Section 1 & 2 of ServiceNow Admin Course

Tuesday, June 15th

Guardian CT | Scrum of Scrums

- Scaled Agile Light
- Once a week bringing in a bit of the larger group (product owners, scrum masters, etc)
 - Mix of people from guardian and external parties from deloitte?
- Cameras off
- No visual task board
 - Possibly because everyone was working on pretty different things? Are there "stories"??
- Started by going over bugs on a story / what was happening.. Problems with Capacity / what everyone was doing
- Each person went around and said normal updates
- Scrum Master takes notes and shares them on team OneNote

Data Fluency at Koch| Degreed Pathway

- "base" expectation for the workplace- the future is now
- Do you speak data?
- 7 A's of Data at Koch (how data is "done" at Koch)
 - Asset- Data is an asset.
 - An item of value owned and secured. An economic resource.
 - Authoritative- Data is Authoritative
 - A single or named source of the truth exists
 - Available- Data is Available.
 - Present and ready for immediate use
 - Accessible- Data is Accessible
 - Logically organized. Capable of being used and understood
 - Adaptable- Data is Adaptable
 - Architected to easily advantage new questions, technologies, and businesses.
 - Automated- Data is Automated
 - Desktop solutions are temporary. Industrialization of valuable processes in the mindset
 - Actionable- Data is Actionable
 - Actions are based on data-driven decisions

Wednesday, June 16th

ITSM ServiceNow Customer Advisory Council Meeting

- The importance of considering your user base
 - Some of the workers at the plant don't have email

Thursday, June 17th

SNOW Daily Scrum Meeting (Standup)

Team BFF Standup

Team TBD Stand Up

Testing a Story with Senior Business Systems Analyst on Team

- This meeting is to discuss the options and start gathering requirements to create a smart filter on a Compass form. (Discovery Story)
- User selects building then exterior/ interior then issue
 - Customer wants to flip it so it is the other way around (light first), but maintain the integrity of all the data that is pulled

Friday, June 18th

SNOW Sprint Planning

- **My first sprint story!!!**
 - Add to catalog item
 - Reporting - KBS support
 - Create custom report-- automatically come through our process

Week 6: June 21st – June 25th

Monday, June 21st

SNOW Team Daily Scrum

KGS MBM Discussion

Agile Knowledge Learning Share with Team Scrum Master

- Add Reporting / Dashboard Questions--- if selected it would route that to entire support team (goes to ServiceNow Inquiries)
- Add route to enhancement Form automatically opens
- If possible-- open forms right away???
- Add updates every 2 days

- ---add work note to show progress
- Set up time with Senior BSA on Team just to ask questions and run through the requirements
- Ask why there is a stop before the forms load? Is there a reason for this?
- Change additional notes to " Please describe your inquiry"

Tuesday, June 22nd

ITSM Sprint Retrospective

- We're a development team, not an incident team
 - Might frustrate some people because they want something done "in 30 days, etc" like an incident
- Documentation- implementing a little documentation so ASEs can have a little to go off

SNOW Team Daily Scrum

- ServiceNow Product Team: Current Sprint 81 (6/2 thru 6/22)- 77 pts

STRY00*****

- Run over requirements with Senior BSA on team
- On loading the forms right away when something is clicked:
 - Talking with Senior BSA and decided this wouldn't be a possibility due to:
 - Consistency with other options
 - Stopping before opening new form ensures user is clear on where they are going / are filling out the right form

Wednesday, June 23rd

SNOW Team Daily Scrum

KochU Core Knowledge Series: Economic Thinking Essentials

- Sunk costs
- Marginal costs (revenues)
- Opportunity cost

KGS IT Intern Team Meeting

- Even your questions are knowledgeable / can add value sometimes

Case Study Meeting

Intern Knowledge Share/Update

Thursday, June 24th

1:1 with Supervisor

- Discussed MBMGo

- **Mid-Summer Feedback**
 - **Personable- making relationships with the team**
 - **My strengths do correlate with the BSA role and establishing those relationships**
 - **I align with the principle of humility and am a curious person, ask good questions, etc**
 - Positive attitude
- Feedback for the team
 - Beginning to sit in on meetings with financial solutions
 - Life on a Page
- My Task
 - Think about some feedback for the team from my experience
 - Make a document of some sort that could help a new hire
 - Resources, things that helped me, etc
 - Udemy Course
 - Organize some materials for new developer (starting June 12th)
 - What conversations / trainings were helpful

Friday, June 25th

SNOW Team Daily Scrum

Introduction to Cloud Computing and AWS Session Recording: Cloud 101

- Benefits of Cloud Computing
 - Agility
 - Elasticity
 - Cost Savings
 - Deploy Globally

Week 7: June 28th – July 1st

Monday, June 28th

SNOW Team Daily Scrum

Case Study Meeting

BSA Shadowing

- SFTP
- Move it tasks (last)
- Bod- business object document
- Data lake- data in the cloud-
- Kireba
- RACI Chart- project document
- Digital Workforce-- RPA--- Robotic Process Automation

Tuesday, June 29th

Financial Fundamentals

- Cash Flow
 - Cash flow refers to the net balance of cash moving into and out of a business at a specific point in time.
 - Cash flow can be positive or negative. Positive cash flow indicates that a company has more money moving into it than out of it. Negative cash flow indicates that a company has more money moving out of it than into it.

Wednesday, June 30th

SNOW Team Daily Scrum

KochU Core Knowledge Series: Financial Literacy

KGS IT Intern Meeting

Agile Knowledge Learning Share with Scrum Master

STRY0043053

Made Query form

Thursday, July 1st

SNOW Team Daily Scrum

1:1 with Supervisor

Enterprise Learning Series: Journey of a Lifetime | Connect with Cara Chennault-Reid

STRY004****

- Took some time to understand the requirements
- Called BSA on team to ask some clarifying questions
- Reached out to SME to double check the vision

Week 8: July 6th – July 9th

Tuesday, July 6th

SNOW Team Daily Scrum

Requirements Discussion with Customer

- Ran through what Customer's vision was for the form

Worked on STRY004****

- Learned how to insert links and learned how mandatory setting on the variable level affects UI Policies

KGS Intern Knowledge Share

Social Outing with the Team!

Wednesday, July 7th

SNOW Team Daily Scrum

KochU Core Knowledge Series: Effective Decision Making

- Don't forget about the big picture

Intern Meet-N-Eat

MBMGo

Meeting with Todd

Welcome to DRIVE Degreed Pathway

Day 3: Thursday, July 8th

SNOW Team Daily Scrum

SNOW Team Meeting

- Drive session 1 / intro
- Presented my life on a page
- Kudos

Intern Compass Feedback

"This may or may not be your team, but access to pre approved software downloads should probably be an automated process. Having to request someone to rdp into my computer to type a password seems a little big brother ish and is probably not a super effective way of doing things.

My feedback would be to have an automated process for users who request pre approved software."

"I have never had any problem with filling out a form or finding a form that I needed! Any trouble I had purely stemmed from user error"

Using a dropdown / reference field when possible instead of single line text. One user said this might make it easier on both ends.

Asked a group of interns in a breakout session, and they all said they have had good experiences and it's usually really easy.

Friday, July 9th

Sprint Planning

- Assigned STRY_____
- Relative sizing discussion

Meeting with KGS VP HR

- Her journey - what roles, etc
- How IT and HR combine / contrast -- how she has seen them combine

Secure XML / Code before Clone with BSA on Team

MBM Go Group Discussion with Financial Solutions Team

- Not only internal knowledge but also acquire external knowledge
- One person can bring something to make whole team better
- "how can we partner together cause something doesn't quite make sense"
- Build those relationships- get to know people as a person- makes it easier to challenge

Week 9: July 12th – July 16th

Monday, July 12th

SNOW Team Daily Scrum

O365 Discussion with Product Owner

- His role
- Been here for 8 years- 2 outages that affected everything
- Responsible for Teams

Tuesday, July 13th

SNOW Team Daily Scrum

O365 Discussion with Product Owner

- Capability Owner
- 25 Products
- M&A Activity - Data Migration
- Implementation- a DATE where legally the sale happens
- Sometimes you can migrate before the date, or sometimes you have to wait till after that day --- (process could take a couple weeks)
- Microsoft is based on licenses

Wednesday, July 14th

SNOW Team Daily Scrum

KochU Core Knowledge Series: KII's Risk Philosophy

- How we look at risk vs how Koch looks at risk

KGS IT Intern Meeting

Blockchain Discussion!!

Community Connection with Mentor

1:1 with Supervisor

Thursday, July 15th

SNOW Team Daily Scrum

June Trends- SNOW

Case Study Meeting

Shadowing with Operations Intelligence

Friday, July 16th

SNOW Team Daily Scrum

- Continuing to work on Reimage Computer form story and have meeting today with SME for Security page story

Enterprise Learning Series: MBM Deep Dive with President of MBM

- How does MBM apply to me?
- There is an opportunity cost of everything we do
- Is what I am doing today the most beneficial use of my time?
- If I wasn't doing this, what would I be doing instead?
- It's youthful to ask yourself a question- your brain thinks
 - If you make statements, you might shut down possibilities

- "How might it work?" instead of "It won't work."
- Austrian Economist- more aligned with classical thinking
- His mom would read the books that he did
 - What brings Steve joy?
 - The deep emotional connection with the people he loves

STRY004**: Modify Aspects for Customer**

- It will be specific to the form. We will talk about clean up and the note to add. It might also go into requirements.
- The process has changed
- Clean up a page and add wording on the bottom link

Chat with O365 Analyst

- Internal Catalog
- Collaboration Technology - Windows based devices running a conference room specific setup
 - 4 people on the team and support 1000 conference rooms worldwide
 - AVISPL bought Whitlock
 - "Teams certified Device" has to do certain things
- 5 years
- KBS Voice Services- phones in office
 - Handled most of the phone services
 - (before cloud voice)
 - Big reason to go to cloud voice: acquisitions
 - CTT- Client Technology Technician

Week 10: July 19th – July 23th

Monday, July 19th

SNOW Team Daily Scrum

- Case Study Presentation

- Cookies with KGS Leadership

- YOU own your career
- Volunteer to do the projects others are avoiding
- Don't wait until u are "ready" to take on new assignments
- Find a mentor
- Ask for feedback
- Have the courage to give feedback
- Don't just embrace change- be the change
 - Take assignments outside of your discipline
 - Titles really don't matter- who u work for matters chase the opportunity and the leader not the title

- Culture really does matter

Tuesday, July 20th

SNOW Team Daily Scrum

Community Connection Meeting

Security Page Story Questions

Asked BSA on team his perspective on my idea for reformatting the Security Service Request form on compass.

Wednesday, July 21st

ServiceNow Customer Advisory Council Meeting

Past Intern Panel

- O365
- Cloud Identity
- Cyber Security
- BSA Koch Capability Transformation
- BSA- KGS Treasury Ops

Friday, July 23rd

- What makes some people more successful than others?
- Turn off the "inner Karen" --- separate yourself from the thoughts that you have in your head--- name that person. Turn it off--- You can control your thoughts
- Knowledge
 - Knowledge in your discipline
 - MBM
- Learn from people who have proven results
 - There are a lot of people offering a lot of advice on a lot of things-- who has actually had good results??
 - Reach out to anyone and everyone
 - Use it where it adds value
- Get out of your comfort zone
 - When did I have the biggest period of growth?

Week 11: July 26h – July 30th

Monday, July 26th

SNOW Team Daily Scrum

IT Intern Presentations to Leaders

Meeting with KGS Leadership

Servant Leadership

- Set a clear vision
- Lay the groundwork of how the team will accomplish that vision
- Step back and trust in your leadership (the right people in the right places)
- Be there if there are hurdles
- Do the best in your current role and the rest will come—This leader only ever applied for one position
- STAY CURIOUS!!! And willing to learn
- Always take feedback and learn from experience

Tuesday, July 27th

You'll waste so much time by being afraid

Talk with user for Current Story

- Can we add a drop down with type of request
 - Shows Review, Query, Request
 - Another form has a reference box that would be similar!

Thursday, July 29th

National Intern Day

-
1:1 with Supervisor

-
Lunch with Wichita and Atlanta KGS Interns

Explore broad career paths that align with your strengths and interests

Day 5: Friday, July 30th

End of Summer Chat with Senior Business Analyst on the team (Feedback)

- Asked good questions, and enough questions to really understand what was asked of me.
- There was very little rework for the team from my tasks :)
- Success in staying out of my comfort zone and taking on tasks/ stepping up

Week 12: August 2nd – August 6th

Monday, August 2nd

SNOW Team Daily Scrum

KBXT Meet, Greet, Plan

- Met with different Business Analysts in KBXT
- Challenge of a new product

Lunch with Community Mentor off campus

Tuesday, August 3rd

KII Finance & KGS Town Hall

Quick Walk Through with Business Analyst from KBXT

- Questions
 - Can you provide a general overview of your team / what the team does?
 - You mentioned before that a lot (or all) of the KBXT teams depend on your team's data? Can you expand on this?
 - Did you have any knowledge about supply chain/ logistics before working in the space?
 - What have you found is the best way for you to learn in your role as a BA?
 - Any advice for me as I start my career or think about starting my career?

Wednesday, August 3rd

Domestic TMS Sprint Review

- working to get on the same sprint schedule as visibility / other teams (3 week sprints)
- Postman

Thursday, August 5th

SNOW Team Daily Scrum

ServiceNow Platform Team Meeting

Meet/ Greet with KBXT

BA Discussion with Senior Business Analyst from KBXT

- I see this is happening- how is it happening??
- Problem Solving- understanding how things work

- Interpret what business users are saying
- Never be afraid to ask the obvious/ silly questions.
- Here's what I know today. Here's what I need to get to.
- SQL knowledge
- BRC- Billing Repair Card
- QA- Quality Assurance --- Testing
- BA Role--- specialize in testing, frontend, business requirements, morph into product owner, scrum master, etc.
- Building relationships

"As a _____, I want _____ so that _____"

Friday, August 6th

SNOW Team Daily Scrum

Settlement Early Dev UI Screen Demo to TMS and Rail Products

Goodbye Walk!

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