

Team Effort Award (Accomplishment additional information)

1. TeamDynamix Planned Work Assignments (**TD Tickets: #460192, #460202**)

A. Trained on Standards, Practices, Processes by Data Operations

Lisa, Ann, Tina, and Sonia collaborated together to split up the work assignments between themselves, and used each other to encourage and support one another as they worked through the list of task assignments.

They learned the basics about the Ticket form used by Data Operations.

They learned about the Data Operations Notebook which contains Ticket details needed for Ticket creation.

They learned the standards and processes used in Data Operations for Monthly Ticket Scheduling

B. Ticket Creation (OneIS Section in TeamDynamix)

Data Operations was behind by at least 50% on our January Tickets. We needed these to be 100% complete before the winter break. January is one of our busiest months upon immediate return to the office on 1/3/2023. In addition, our February Tickets were created as Data Operations schedules tickets one month ahead. Last, they created the standard monthly Tickets that repeat: Data Operations Monthly Operational Ticket, Run Control Sheet preparation Tickets, etc. through JUN 2023.

- Tickets were created; slowly at first until they could see how it all unfolded. Note, the Data Operations are viewed in a calendar-format, similar to the CMB ticket calendar.
- We reviewed the newly created January + February Tickets together as a group with ticket approval sign-off.

C. Knowledge-Based (KB) Articles

Data Operations is setup to build and use KB Articles links in our Tickets. Initially, Data Operations created about 110- KB Articles in TeamDynamix; but that was 3-years ago. The team wrote 96-new KB Articles for Data Operations. They were assigned the low-hanging fruit and their initial KBAs were plain text. Later, they went back to apply the formatting used by Data Operations and added the links into the Tickets.

For Example, look at TeamDynamix Ticket #462993; notice in the 'Knowledge Base Article' section of the ticket is a URL. Click on the link which takes you to the KB Article that pertains to the Ticket Details. The team even went back to add KB Article links to Tickets or to add formatting to the KB Articles per the Data Operations standards. 96-new KB Articles were written during these 3.5-weeks.

D. TeamDynamix (TD) Metric Reports

The (2022) TD metric reports were run and sent over for analysis and Data Operations annual reporting.

2. Automic Application Work Assignments (**TD Tickets: #459899, #460200**)

A. Trained on Automic Application

- Logon Credentials created for the team; instructions sent out for download of appworx manager .jar files onto their classroom workstation;
- Basic training on maneuvering in Automic Applications Manager (GUI interface), viewing Jobs, Process Flows, and Substitution Variables.

B. Job + Process Flow Versioning

- They had to finish 60% of Job Versioning + 75% of Process Flow Versioning in Automic PPRD; then they completed 30% of Process Flow Versioning in Automic PROD. All Jobs/ Process Flows have a specific process used in version control; there were multiple tabs they had to review and modify by doing a stare/compare between PROD to PPRD. The only objects not versioned were the Financial Aid which is managed by FinAid and items labeled as '(OBSOLETE)'.

C. Update Data Operations Automic (UC4) Test Plan (PPRD)

- Used a prior test plan from 2020. First removed, test results to clear it all out for a clean start.
- Add new Jobs or Process Flows in the respective sections.
- Originally, we had 192- Test Cases; now there are 209- Test Cases after the final updates from the Danny, Andrew, and Saaid.

D. **Automic PPRD Data Cleanup**

Generally, Data Operations has been applying 1- or 2- times per year a clean of old (OBSOLETE) objects in the Automic Applications Manager.

- Provided a list of 3)- Object types that should be deleted from Automic PPRD: Substitution Variables, Jobs, and Process Flows
- Provided direction on the task for them to determine whether to delete an object or not. By Fri, 1/10/'2023, we had the following deleted:

18- of 18) Substitution Variables

40- of 54) Jobs (includes 4-FinAid Jobs)

8- of 9) Process Flows

Typically, Data Operations will apply the same deletion in the Automic PROD. But we always to the PPRD application first.

E. **Automic Metric Reports**

I demo'd varied Automic Reports together with Danny, Andrew, and Saiid with a request to pull reports to use in the annual metric reporting on Automic. They split the work and then each person ran the reports and saved the .csv or .txt files. Each one then bundled their reports into 1)- email to me to review/ analyze later in January 2023.

F. **Automic PROD- Build New Process Flows**

Using Automic PPRD for the model, I trained and demo'd how to create a new Process Flow. They had to build out several tabs including pulling in all of the individual Jobs + child Process Flows into the Parent Process Flow. They finished up building out the Grade Roll Processes for Data Operations.

- They learned about the concept of Conditional Statements- and how to copy/ modify them per Job
 - Total Process Flows built include:
 - 2)- Final End of Term Grade Roll Processes
 - 2)- College Now (JUNE) Grade Roll Processes
 - 3)- Waitlist Purge Processes
- (Child) Process Flows
- 1)- College Now Current Process

NOTE: The complexity of working in Automic application is for someone with more knowledge experience working in applications

3. **Automic Application Work Assignments (TD Tickets #460194, #460197)**

Last but not least by any means is the assistance from Ken Eldred to Data Operations. We'd brought back several tubs of old media for our customers to determine whether these media are to be maintained or approved for destruction by Iron Mountain. We had pulled out several tubs and had the media laying on varied tables, desks, counters. Ken came to assist us in the organization and counting of the media. He helped us get it prepped once we find out how to package it together for Iron Mountain.

While the work was not complex, Ken still came over to assist and get it organized for us in a way we'd not considered. He's had inventory experience in his back-ground so we let him take the lead on how best to approach the task.

Just as I (Janet Mathis) worked with Lab Assistants on the TeamDynamix + Automic Projects, Iby took time from her busy day to get this work completed with Ken. While Ken didn't do any challenging or complex work, his contribution was just as important to Data Operations. Iby provides support to our co-workers in the Network and Data Center team, she can get just as easily overloaded. Ken took part of that load off and got it done quickly and efficiently for us.

A good team must work well together- supporting each other which is often done in collaboration with others on the team. I was impressed at the good-nature of all of the Lab Assistants to do whatever was needed. I could've stopped the project work at any time- especially after they completed the initial tasks. But all wanted to do more and were willing to learn- and they knew to ask questions if more information was needed. They took good notes, and did all that was asked of them and then went beyond. I think my best example was earlier with the KB Article

links put into Tickets already created + going back to add in formatting into the KB Articles per the Data Operations standards.

This group of Lab Assistants had an existing good rapport with each other; they were fun to work with. They demonstrated flexibility in handling the varied task assignments or understanding when I'd have to switch between them in training, review, answer questions.

I went into this skeptical that we'd accomplish too much; and I know I would not have been able to do the quantity of work completed on my own.

Yes, they made mistakes but nothing that wasn't easily fixable especially considering that they faced huge challenges to learn so much. There was frustration in the first week but then I noticed more smiles and laughter as the days went on.

None of this work can be done 'fast' due to the meticulous details whether it is working in TeamDynamix, OneNote Notebook Scheduling pages or in the Automic Applications Manager application. Their accomplishments were significant and important especially when you consider they had no prior knowledge in doing any of this type of work.

Overall, they have saved a huge amount of man-hours (for Data Operations) that would have been difficult to be this much ahead of our normal work-load; this allows Data Operations to begin the Year 2023 in a good position.