

**NORTHWEST NAZARENE UNIVERSITY**

**WWT Onboarding SharePoint Site**

**THESIS**

Submitted to the Department of Mathematics and Computer Science  
in partial fulfillment of the requirements  
for the degree of  
**BACHELOR OF SCIENCE**

By

Gabriel A. Murphy  
2023

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## **Abstract**

Microsoft Sharepoint Site Design for Onboarding New Employees

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Onboarding processes for newly hired employees can be one of the most difficult and tricky processes that can come with the managerial position. A vast amount of companies have a multitude of resources readily available to new employees, but with that comes a lot of different links and unincluded information that may be essential to the new hire. Different remedies for this have been explored, such as GitHub repositories, but with so much information being added for overall knowledge, it can make it very difficult to navigate. This project's purpose was to create a simple and easy-to-use Microsoft Sharepoint site so new employees can have a direct way to access programs needed to begin working. The initial stages of the project were focused on creating the skeleton for the site, while the bulk of the project was simply gathering information and data on the different programs and processes that were necessary from higher-ups. The resulting site was very promising and helpful, although some parts of the site were not completed due to some information simply not being available

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## **Introduction**

Worldwide Technologies (WWT), is the largest black-owned private company in the United States. Co-founded by David Stewart and Jim Kavanaugh, it has grown exponentially from a small one-building center in St. Louis Missouri in 1990, to one of the largest technical solutions providers in the United States. The original focus was the implementation of telecommunication networks, conversion services, and enterprise-wide imaging. Now, the company looks to “combine strategy and execution to help organizations accelerate growth and realize a brighter future. “We turn complex technology solutions into a practical and actionable way forward. Then we help deliver them globally.” (Why WWT, 2023). WWT’s key services and capabilities include but are not limited to consulting services, cloud services, digital consulting, security transformation, supply chain and integration services, and ATC platform, or Advanced Technology Center, which is what the company uses to safely test and integrate new software without the safety issues. As the name indicates, WWT has a large and global company, and this comes with a lot of employees in a lot of different departments, from sales to engineering to IT. This project was in collaboration with WWT’s Data Insights and Analytics team (DI&A) during a summer internship program. Within this team, there is a lot of data visualization, data parsing, coming up with new and integrative ways to develop WWT’s current programs and things of the like.

## **Summary**

The WWT DI&A team gets a significant amount of new employees every year, ranging from full-time employees to interns. While the onboarding process can go smoothly at times, there can be a steep learning curve for new employees who are either transitioning to DI&A from another department or are simply new hires. With this thought in mind, my supervisor and one of his associates reached out. The supervisors asked if a SharePoint site could be designed that would better allow employees to learn the software that's needed to efficiently work on designated jobs, get answers to questions that are frequently asked within that space, or just simply take a course to help gain a better understanding of different aspects of the department. These resources include documentation of the programs found on various websites, listings of where physical copies of the book necessary for work can be found, and other useful resources for the cause.

## **Methodology**

The first step of the project was to get the general format of the project from supervisors and managers. In a series of meetings, the team came to an agreement on site design, the contents of the site, and the general purpose of the site. At first, brainstorming produced an idea of designing something similar to Canvas or Blackboard, a couple of common learning and grading environments, or LMS. The idea behind this was to be able to track progression through different courses, have modules locked and

unlocked based on completion, and have some kind of certificate of completion.

Ultimately, the team went away from that due to the extra budget that would have come from buying the software capable of that, the extra hours of development, and the time it would take to roll that plan out to existing employees. Instead, the consensus was to go with a learning track site, a one-stop-shop for anything a person may need to get started on the job or simply find and brush up on documentation. DI&A had a Github wiki site that was similar to this, but talking to other interns and new employees, this wiki can be a bit overwhelming for those who have not yet been introduced to a lot of the programs and websites that were already in use. With a SharePoint site, new hires would easily be able to find and get accustomed to the basic necessities of working there during the early stages of a potential career at WWT, such as Tableau, IBI, etc.

Following the meetings, Helen, the lead supervisor of this project sent a list of different software and documentation that the site needed to have along with the different learning tracks, which included:

- ODI (Oracle Data Integration)
  - Groovy: Scripting language that can be used as a superset of Java
  - Weblogic: A platform for running enterprise applications.
- Data Vault
- Core business processes:
  - OPR (Acronym Undefined)
  - Services forecast
  - AP (Accounts Payable)

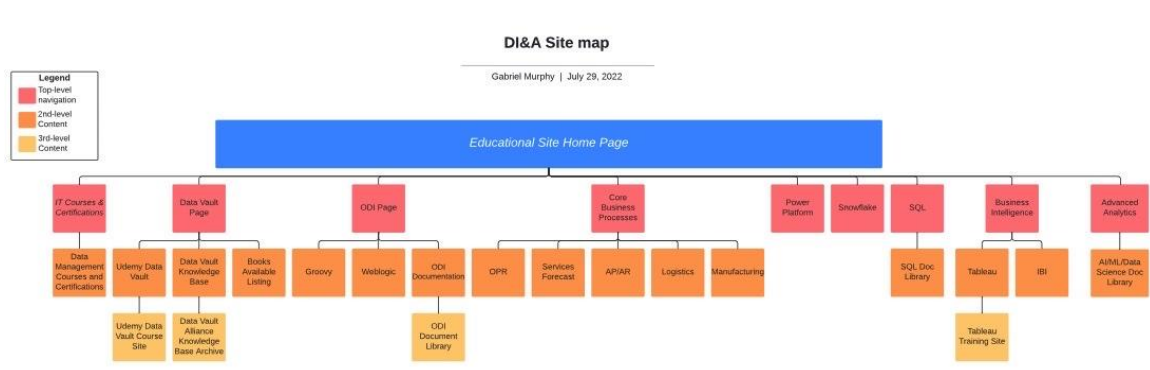
- AR (Accounts Receivable)
- Manufacturing
- Logistics
- Power Platform (Tableau, Power BI)
- Snowflake: a fully managed SaaS (software as a service) that provides a single platform for data warehousing, data lakes, data engineering, data science, data application development, and secure sharing and consumption of real-time / shared data. (snaplogic.com)
- SQL/PL-SQL
- Business intelligence (IBI)
- Advanced analytics
  - Artificial intelligence
  - Machine Learning
  - Data Science

After getting this list, the skeleton of the website was made. Thankfully, WWT is fully licensed to all of Microsoft's programs and capabilities, so when it came to creating the skeleton for the SharePoint site, it was simple: The module 'create a site' was chosen, followed by choosing "communication site" from the options between that and a team site, naming it, choosing the "learning central" template, and finally editing began. The learning central template was an important piece because it formatted the site in a way that was more educational than informative. Formatting the site was simple. With the site's template in place, the ability to add and edit the information collected became



simple and easy. Starting from ODI, down to advanced analytics, the required information from each category was collected and either added to a data repository within the thumbnail (click the thumbnail and it opens up a subpage that contains all the information) or attached with a link to the thumbnail that took the user to the appropriate site. Many pages had multiple levels of navigation, which was illustrated in the site map in **Figure 1**.

**Figure 1. Site Map for Sharepoint Site**



Each top-level navigation (red shaded blocks) on the site contains the links to the second level (orange shaded blocks), and second to third (yellow shaded blocks). It allows navigating the site to be simple and easy, and each subsite goes to its respective category.

Some of the problems encountered when working on this project was the difficulty of gathering information. More often than not, it was difficult to schedule

meetings with supervisors and subject matter experts to get the documentation needed to be able to put meat on the bones of the website. At first, emailing the subject matter experts on my list to schedule time was the best option, but supervisors rarely responded. When this happened, time was scheduled on the supervisors' respective calendars via Microsoft Teams. This proved to be a much more efficient way to get meetings scheduled and organized. Once meetings were scheduled, most of the subject matter experts had the information that needed to be collected so the process of embedding links could begin. However, some of the programs and information systems were unavailable due to the fact that said programs had not been rolled out at the time, and were more of conceptual thought than an active program that the department was using. In that instance, the framework was left as is. This was one of the more time-consuming parts of the project. If there was a piece of information missing, or a part of the framework that was not in the proper place, undoing and redoing that part of the project took a slight bit of time, but did not set the timeline back at all in terms of major parts of the project being finished. Once this phase of the project was completed, it was time to present.

## **Results**

After the site was built, it was presented to the data insights and analytics team during our last agile meeting of the summer. It was presented in the order described in this paper, which made it easier to get a better understanding of the process in general and allowed time to pause and make sure that the entire team was following and giving room for feedback. The feedback was positive, and the supervisors were very impressed with the work that was put out. The site turned out to be a success and it gave a very solid

framework for the other employees to build on. One of the major pieces of positive feedback received was the fact that it took a lot of weight off the shoulders of other employees. A project like this would have taken a lot of manpower and time, as well as money and resources, to complete. It was a win-win for everyone involved, and the results were very satisfying. With that said, there were some pieces of information that were not gathered because some of the processes and concepts, such as ODI and data vault, had not been fully integrated yet. This project was completed during my time with WWT, so there will be no future work on this project. In the future, though, if and when a project like this is worked on again, time with supervisors and other colleagues will be scheduled more efficiently when information that needs to be gathered. This lesson will serve well in the future, and become a valuable one to learn when going into the workplace.

## **References**

World Wide Technologies (2023). *Why WWT*.

<https://www.wwt.com/corporate/why-wwt/overview>