

Abstract – NASA Langley Internship CATT Team “OnePlace Service Portal Redesign” Spring 2020

The project I worked on was the OnePlace Redesign. In that, I converted the OnePlace home page to the Service Portal to match NASA OnePlace’s current application design standards, I was able to allow users to easily find applications in OnePlace and I was able to allow users to easily find and request OnePlace services (new app development, new knowledge base, etc.). It was a major accomplishment to be able to remodel a website that soon the entire Langley center that uses OnePlace will use. The website was made through ServiceNow’s Service Portal, and I organized the applications like never before, allowed a clear styling to applications a user does not have access to and/or are new applications, browsing of applications with clear button divisions, and allowing for different options depending if app is accessible or not, with proper error checking in place and very-well documented code. It was amazing to incorporate all this logic into one widget so that whoever wants to utilize this feature has no trouble at all to do so. The 3 most important things I learned were being able to do this work within ServiceNow, as it is such an important enterprise platform for CRM and boosting the connected workforce of NASA, incorporate built-in APIs from ServiceNow GlideRecords to connect Server Scripts to Client Scripts and HTML, and be able to use agile to get another experience of managing work capacity with stories, and having proper communication with the team if every feature is done correctly and steps for continuing forward. The part that I enjoyed the most was the training I did for ServiceNow and I freedom I had to experiment to see how to structure the Service Portal. I was not tied down, and I believe this allowed for a better outcome of the product.

As part of the internship, I created a very in-depth design document with the help of my team to document the project goals before it was started and technical documentation (including the design document) summarizing the final result of the product in terms of the new features added and the explanation of the logic thoroughly so that anyone can understand the project easily. The technical documentation will be published as a Knowledge Article within OnePlace Knowledge Base documentation.

This internship experience has been fantastic. It has influenced me in gaining more experience in web development, meeting a diverse group of individuals, and staying in close contact with a few. I even developed a mentor. So, I will make sure to take advantage of this great professional effort and connections to further grow my career into the unknowns.

The great part of teleworking was how relaxed it was and that it established less tension. From this perspective, the work had no distractions and I Learned how easy it was to just call someone on Teams on the moment to ask for help. On the perspective of cons, there were constant technical failures with the VPN disconnecting. There were lots of goof events put on by ERGs and the intern coordinators, though a more connected virtual program would have been appreciated, in terms of possible lunch & learns and interesting lecture series (as there are in Langley at the Reid rooms & Pierce Young Theater).

Thank you! This has been an experience I will gratefully honor.