

Abstract

Name: Nicholas Buiquy

Project Title: Knowledge Management Internship

Company: Ferguson Enterprises

Industry Sponsor: Mr. Benjamin Amarillo

Faculty Advisor: Prof. Deveeshree Nayak

This past summer, I worked in a knowledge management system with Ferguson's IT team. The focus of knowledge management is to make updated information readily available to associates constantly. For knowledge management, we used a cloud-based computing platform called ServiceNow. Through knowledge management, I learned about the process and infrastructure of IT support and how important an information database is to a company. I gained communication experience contacting subject matter experts, or SMEs, to ensure the accuracy of information. Ferguson offered me free courses in learning about the software used for the company to understand better and update information regarding the software. This experience will be a significant part of my future career.