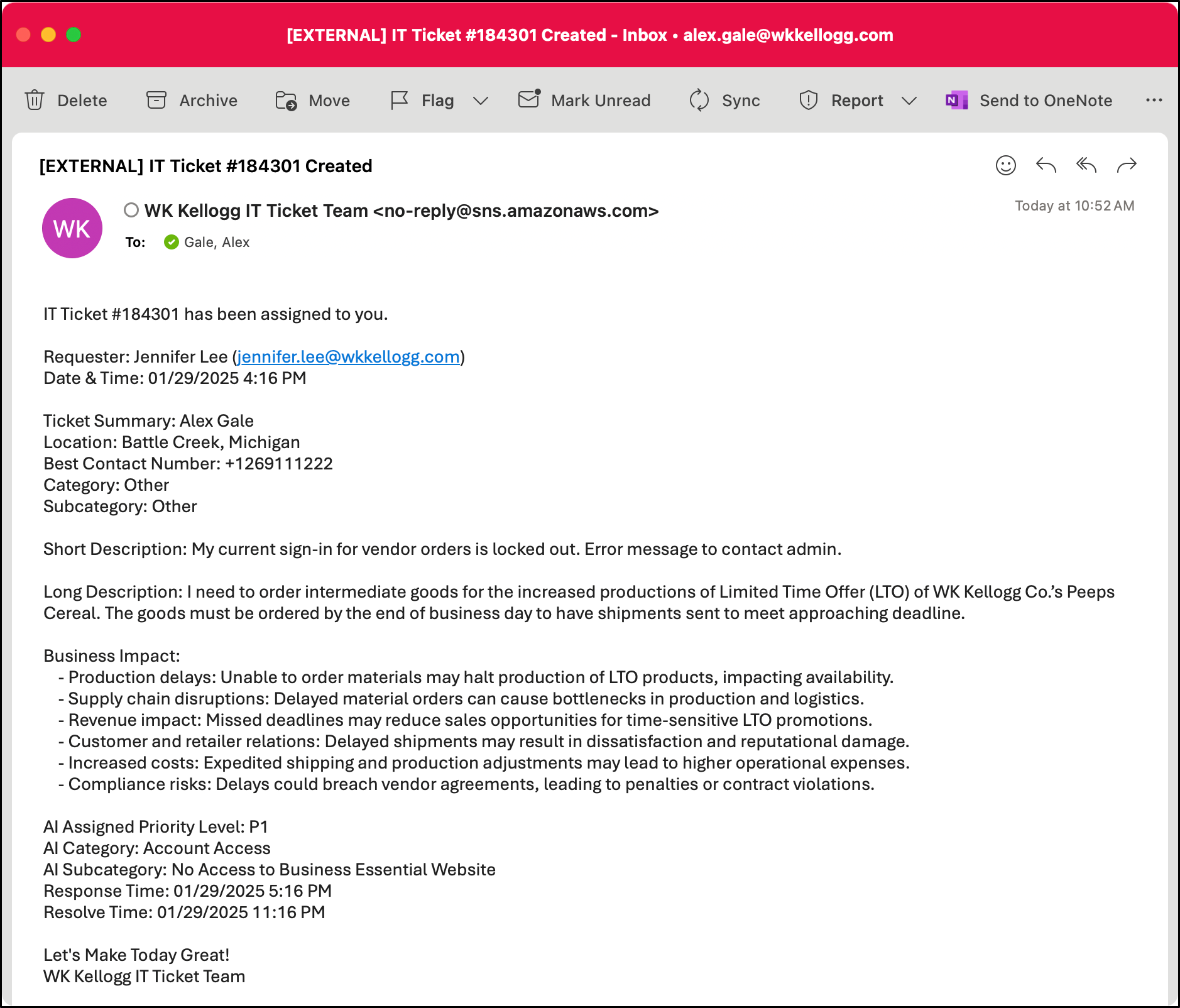
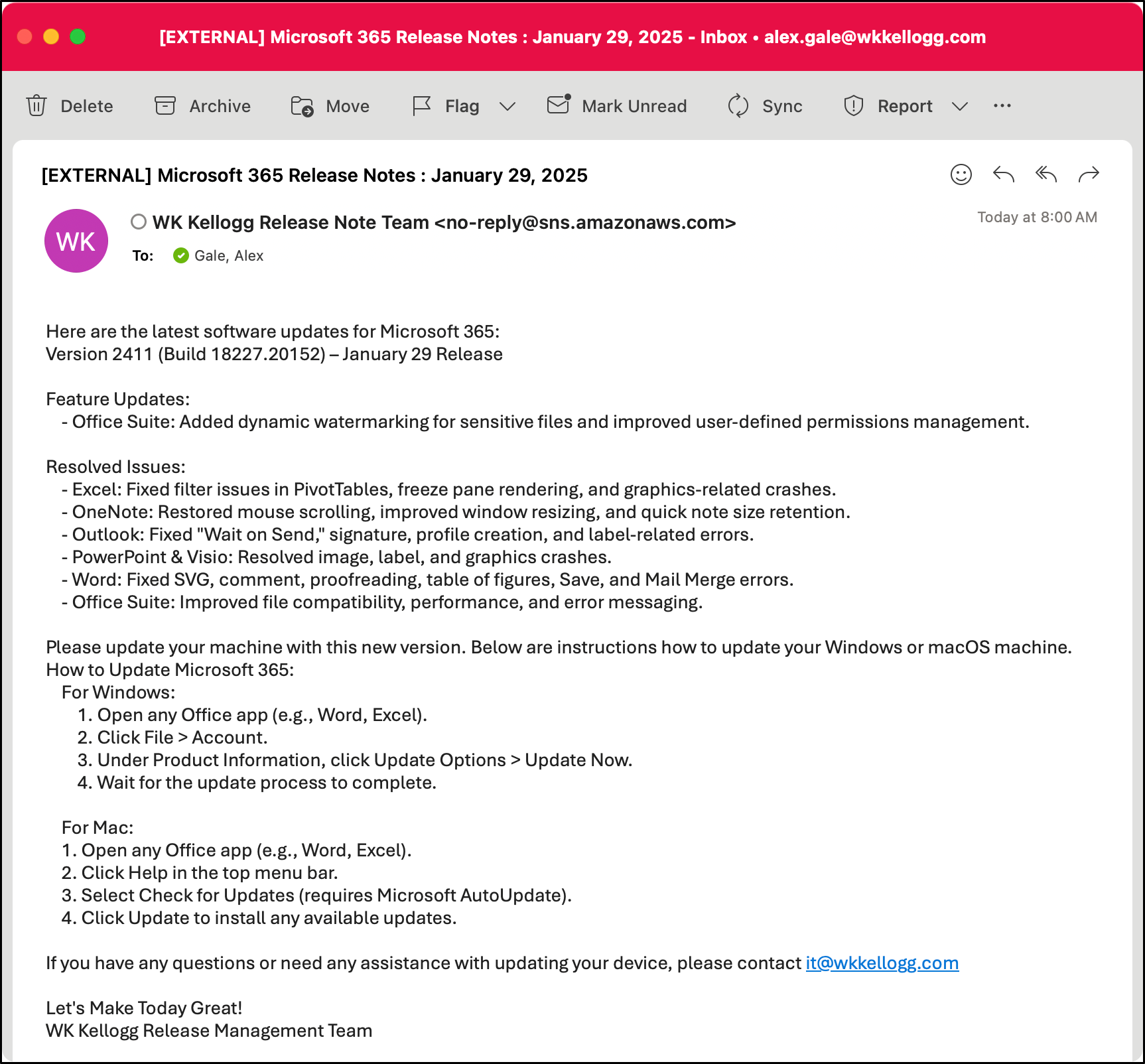
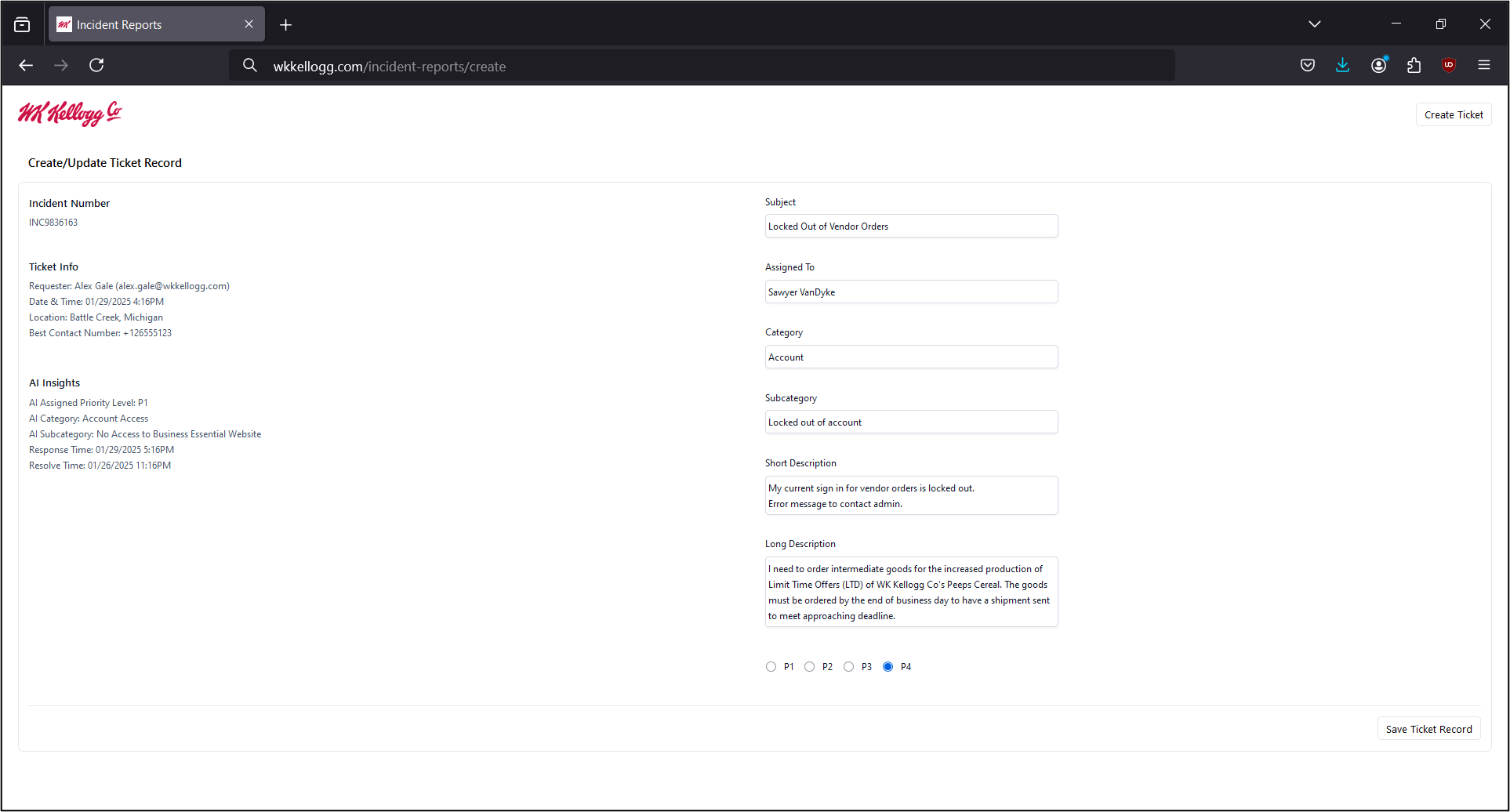
Design Day Booklet Team Page







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WK Kellogg Co

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WK Kellogg Co, one of the world’s leading food companies, is renowned for its iconic breakfast cereals. Based in Battle Creek, Michigan, the company has expanded its presence worldwide, delivering unfaltering quality and sustainability for over 100 years.

When a WK Kellogg Co employee requires technical support, they create an incident report through a third-party service desk web application. Each incident report needs to be manually processed by a member of WK Kellogg Co’s IT team to determine the relative priority and proper responding team.

The WK Kellogg Co enterprise architecture team is responsible for tracking new releases of third-party software used by the company. It is time-consuming for them to determine whether a given release is relevant to the company’s application landscape.

Our Intelligent Ticketing and Release Management system saves valuable developer time by leveraging large language models to automatically determine the priority of an incident report based on its potential impact to the business and route the report to the proper responding team.

The system also routinely checks vendor websites for updates and summarizes important changes that might affect the company’s application landscape. Our web application serves as a portal for WK Kellogg Co employees to open new incident reports and enables members of WK Kellogg Co’s IT team to audit the company’s extensive incident report history.

Our software expedites the incident report ingestion and release note analysis processes automatically, saving time and keeping WK Kellogg Co’s technologies up to date.

Our system uses Amazon Web Services to improve the sustainability of the technology footprint at WK Kellogg Co. Our web application is built using React and Tailwind for the front end and Node.js for the back end.

3200/3300 Hallway | Third Floor, Computer Science and Engineering 8:00 a.m. – Noon | CSE498

WK Kellogg Co

Intelligent Ticketing and Release Management