**Reflection Paper 1**

My first week was a big introduction week. Me and my boss went over everything that he

has in line for me, and everything seemed very prepared, which I appreciate a lot. He showed me

around the entire facility and introduced me to everyone that was at our branch. My first real task

was organizing the entire data center room and making it all fit into one closet. This closet will

be storing things from ethernet cables to PoE switches. To be honest the entire room was a

complete disaster. My boss did mention that when he first got there his first job was to do the

same things, he is having me do. He reassured me that this was not going to be every week thing

and that there will be work for me to do.

So, I got started. When looking at the room briefly my first day I did not think that it was

so entirely bad. Though, when I got into the actual boxes, I quickly realized that there was way

more to this. This was going to take at least a week. Everything was dirty because it all came

from other branches that we have, and it was all very used to say the least. I was able to finish

within the week. My boss and I were both very amused with how it came out.

**Reflection Week 2**

The second week of my internship was a continuous learning roller coaster. This week

consisted of digging deeper into PC hardware and software. Things like Firewalls and Switches,

to use windows and partitioning storages. I got a good look into all the different commands

that are used in command prompt to get a disk ready for a new OS and investigated the

companies’ software management tools that we use to remote into computers.

The hardest thing for me this week was keeping up. There was a lot of information

overload, and I was just trying to manage it the best I could. I knew this was not going to be a

learn all in one week thing. So, the information that I did remember I used it to my advantage

and made sure not to make a mistake on. Mistakes are meant to happen at this point, and I knew

that, so when I did, I made sure it did not happen again.

One thing that I made sure to remember, this week, was how the company does certain

procedures. From what I understand learning how things operate in a company will get you much

further than learning what exactly your job is. There could be multiple different processes within

one assignment and learning that process will be much more valuable than learning how something irrelevant to the job functions. Learning those things can come after you learn how the company does things. Become more reliable at your company rather than learning all the information possible in that moment, this comes with managing information.

**Reflection Week 3**

The first half of this week consisted of implementing a new phone system through or main building. We had three different floors to cover. In total, we had about sixty phones to take out install new ones in. These new ones were POE, so we did not have to use the power cable. Instead, the phone was daisy chained to the user’s computer. So ethernet runs from the wall ports to the phone, and from the phone another ethernet runs to the computer. These phones come with software that you can install on your computer and your phone so you can pick up either on the computer or on your cell phone.

Another task I was assigned was to configure a small dell desktop computer into a kiosk machine. This was then installed in our conference room and used as a way for our users to make calls and do work while in a meeting. It was a particularly important task that also could not be messed up because there would be many important people looking to use it seamlessly. I was also tasked to write a page of how to get into a meeting and change the most important settings like sound and audio.

One important thing that I was shown/taught was the firewall and the software that goes with it. I got a look at all the controls that go along with it. And studied it on the last day of the week. Many of the controls I was shown were the things that must be in place unless you wanted to get attacked by people pinging the routers on the inside. All in It was a very informational and learning experience.

**Reflection Week 4**

This week consisted of a lot of phone calls, text chats, and emails filled with things that people needed troubleshooting. Our IT department is an interior department, so we only deal with this one company. As good as it sounds, we are responsible for all eight hundred employees and ALL their issues.

The fundamental issues that arose this week were email problems, printing services, and a virus that found its way onto one of our users’ computers. When problems like these come up where they all vary in importance, we make sure that they are assessed accordingly. Once they are addressed, we work on the issues that must be addressed now first. In this case, the virus that was found was addressed. Thankfully, this virus was picked up by the antivirus, but before it was the users let us listen to the sound that it was playing. You could hear the computer saying,” you must turn of your computer, you have a virus.” We made sure to do an extra scan after the virus was erased and nothing was found after that. Though, we did make sure to prompt our user not to click on anything they should not be, because this is what he said he did to cause it.

The printing problem was our on-site print server was not communicating correctly with the printers around the branch. This can happen when too many print jobs are sent to the server at once and the printer gets confused. The fix for it this time was to just restart it and the printer spooler service on it.

Lastly, the emailing problems, the emailing problems were not problematic to us, but to our user they can really “disrupt” their whole mojo. So, in this case it was just a setting that needed to be changed. The setting was for Adobe and to describe it briefly, it was causing the users pdf to open in the adobe webpage instead of just the pdf. This was fixed by disabling the adobe account that related to outlook.

**Reflection Paper 5**

This week was a travel week and my boss asked me to go with him to help with what he needed to get done. It was a two-day trip because we needed to work after hours the first day. We had to set up a new firewall for a different branch that is networked with our main branch. I got to help and experience along the way. The first part was getting it installed into the rack and making it look good while it sat in the rack, and you had to consider the wires that need to be organized. The other part was configuring the firewall so that it communicated with our network. We also had to make sure that the rules on the firewall were set up, so we only allowed certain traffic to pass through.

I also was tasked to take care of some of the tickets that we had come through while away that were more on the easier side. One of the tickets was about spam mail and the client wanted to make sure that he was not clicking on anything that could harm him. Another ticket was to add a networked printer to a client’s computer who was at a different branch. It was the same process as adding one if you were at our main branch, but we had to remote into the client computer and sometimes that process does not work. In this case, I was able to remote in and add the printer with my admin credentials.

**Reflection Paper 6**

This week we had a few different projects going on. Mind you these are just projects, so the main objective was always the users at our locations first. This meant we were to answer email, tickets, and phone calls while trying to get these projects done in a reasonable timeframe. Users are always more important because their job is extremely vital to the company. We had two buildings going online, one in Syracuse, NY and one in Fredericksburg, VA. My main task for each of these was to produce a draft that outlines the network path on the floor plans that we received. There were a few details that were essential to the design. These include the network closet location, the type of CAT cables used, the length of ethernet needed for the buildings, what router/firewall would be used, where the printers would go, and show this all connected on the floorplan with descriptions. Though this seemed like an easy task, it was very tedious. I was trying to produce the best design, while also being able to explain myself why I produced such designs. It took about two and a half days to finally finish just the draft. My boss was impressed with it but had a few notes that were going to be problematic down the line, but he allowed it and now I will be helping assist him in more of the networking side of this project soon.

The next project that I had was to audit all the computers we had in the company. It was a job that he (my boss) was given when he was new to the company. The were eight hundred computers in the company and the things he wanted listed were the acquisition date, the user’s name, the location that it resides, the type of device, and last used date. This is a task that my boss’s boss (The CFO) wanted done. So, it needed to be done ASAP. Each one took about three minutes to get all the information and put it into an excel worksheet. That meant about forty hours would be put into this task. Once I finish with this, I will have to call each locations manager and request a full list of computers that are in use currently and the ones that did not need to be returned to us. This task is currently still on going, currently I am waiting for managers to get back with their lists. Once this is done, I will be comparing it with the eight hundred computers list and adding which computers are in use, which are not in use, and which are not accounted for and need to be found.