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1st Reflective Journal

 This is my first internship since enrolling in the Cybersecurity program initially at Tidewater Community College Virginia Beach and now here at Old Dominion University. I am thankful to have found and been accepted to the position of Consultant in the Computer Science Department Systems Group. Since beginning work here, I have already begun to learn a great deal of things associated with the daily workflow. There are three primary objects I have determined for myself, first the completion of learning projects and secondly the management of trouble tickets submitted by the Computer Science department faculty and student body. Together the third object of learning all of the systems and how to manage them is achieved.

 My first learning project was Windows 1. In this project I was tasked with creating virtual machines, one domain controller and three clients. I networked these machines together setting up Active Directory, Domain Name Service and implemented Group Policy for my network. This was my first-time configuring services like DNS and joining computers to a domain along with building corresponding objects in Active Directory including security groups. I created several user accounts within several different security groups. Some of these groups provided remote desktop permissions and remote server administration tools access. This was a good first project for learning more about Group Policy, previously I had only dealt with local policy in a very limited capacity. My network ran on Windows Server 2016 with three Windows 10 virtual machines. Of the three, I had an issue where one would disconnect from the domain after prolonged period of time. The fix was to disable and re-enable the interface, this could prevent the one client from executing windows updates. Manual intervention was required to restore the connection each time it timed out. I researched and it seems it can occur when working with virtual machines. I will research further in a follow-on project where I believe I am required to configure Windows Server Update.

 Lastly for the Windows 1 project, I was required to write a script for PowerShell that created new users in a group and sets the password. To do this in mass I needed to create a common separated values spreadsheet. The first attempt was thwarted by using notepad and naming the extension .csv because the script did not execute the file of accounts to be created. Because the server did not have Microsoft Office installed, I ended up using the web version Officer 365 to create the file and save it locally as a .csv in Excel. This was an important lesson because you would think the server would be more capable but even to navigate to Office 365, I needed to disable Internet Explorer protections to download another current browser like Chrome.

 The ticket website that manages all of the trouble tickets received by users is an important part because it is like a trial by fire in some cases. The first thing I recognized is there are a lot of systems and machines running in Computer Science department and I have no idea what a lot of them do. As I accomplish a ticket on my own, usually with password reset or trouble connecting to remote machines I increase my knowledge of some of the systems and what they are used for. The more difficult ones I reach out to one of the Runas co-workers and ask them to show me either in person or remotely via Microsoft Teams or Discord chat. A good thing about tickets is I can search the closed tickets for help in the current tickets and see how the problem might have been solved previously.