

Reflection Paper 3

Working at Sam's Club as a System Operator has also shown me the importance of keeping track of Assets and the Upkeep of them. This topic is something that has become more prevalent as time goes on. The way we keep track of our Assets is simple, data from the assets are inputted based on the Serial Number, MAC Address, and the Manufacturer. We assign the Asset I.D., then from there they can be checked out to the associate that needs to use them. That way associates can check out, but before they can be given to the associate, System Operators need to create an user I.D.

We do this by combining both first and last name, and a "." or "-" is placed for the middle name, we also add the associate number (e.g 9999). From there a password is created and access is not given if an associate were to try and access our Checkout application on an outside device. The problem that I have been facing regarding Assets, is finding the best way to ensure they are getting returned. They are also returned to Systems the same way they were handed out. The way I have been thinking is to send out the checkout report and have management give some sort of conversation about the missing Asset. Recent events of not having enough radios for on shift associates in order for them to do their jobs.

The obvious solution would be to send the radios to repair, but this option can cause contradicting if the radios constantly need repair after being fixed to an extent. Finding a

way to solve a problem, that includes thinking critically about something else I have learned while working this job position.