Asia Hobson
CYSE 368- Internship
Reflection Period: 1/11/204- 1/27/2024

Reflection #1

During my 50-hour internship, I primarily focused on handling tickets in the Identity and Access Management (IAM) queue through the ServiceNow platform. The two main types of tickets I worked on were *Edit/Add & Remove AD Groups* and *AD Group Creation*. The AD Edit tickets, which involved adding or removing users from Active Directory (AD) groups, were the first tasks I learned and are now an area where I am quite proficient. Over the course of 50 hours, I successfully completed 60 AD Edit tickets. The second type of ticket I handled was AD Group Creation, which involved creating security groups within the Active Directory. This task required more attention to detail, as I had to ensure the group was created under the correct folder in AD and that the group name followed Sentara's naming policy. I completed 4 AD Group Creation tickets during this period. Throughout my internship, I have made significant progress in my role, especially through collaboration with my colleagues. On January 16, 2025, I had the opportunity to meet with an IT Specialist, under the guidance of my manager, to learn how to create service accounts. With his assistance, I successfully created my first service accounts, and we are in the process of securing access to the necessary software to allow me to begin creating service accounts independently. A key challenge I encountered during my 50 hours was not knowing the proper point of contact when customers did not have access after being granted permissions from specific AD groups. This experience highlighted the importance of building relationships across departments and gaining a better understanding of everyone's role within the organization.

In summary, my first 50 hours have provided valuable learning experiences, and I look forward to continuing to expand my skills and knowledge within the IAM space.