

Asia Hobson
CYSE 368- Internship
Reflection Period: 1/27/2025- 2/13/2025

Reflection #2

During my 50-hour internship, I continued to focus on the goals I outlined in my previous reflection, particularly building stronger relationships with my coworkers to expand my network within the organization. To work toward this goal, I scheduled a meeting with the Director of Identity and Access Management via Teams, which is coming up soon. In this meeting, I plan to discuss my accomplishments thus far and identify areas where I would like to grow within the company.

On February 12, 2025, I had the opportunity to meet with the Senior IT Specialist to gain a deeper understanding of the different types of tickets within the ServiceNow queue. During this meeting, I learned how to grant access to USB drives through Active Directory and how to assign tickets to other teams when the issue falls outside of the IAM team's responsibilities. We worked through three tickets together, and the meeting lasted approximately 35 minutes.

Some challenges I encountered during these 50 hours were relatively straightforward, such as figuring out how to guide customers in finding the appropriate contacts for issues outside of my scope.

Looking ahead, I have set new goals for my next 50 hours. One of my main goals is to meet with the Director of the organization to explore the possibility of transitioning to a different team after May. I feel that I am not learning as much as I would like in my current role, and I believe I could benefit from exposure to new challenges. Additionally, I plan to meet with the IT specialist again to review another ticket I'm interested in, and I hope to gain access to fulfill an "AD Domain Request" to expand my technical skill set.

In conclusion, this 50-hour internship has provided valuable learning opportunities and insights into the technical and collaborative aspects of working within the IT field. While I've made progress in building relationships and developing my technical skills, I recognize areas where I can continue to grow. Moving forward, I am focused on gaining exposure to new challenges and expanding my knowledge by transitioning to a different team and continuing to work closely with my mentors. Overall, I am committed to maximizing this internship experience and leveraging it to further my career development in the IT industry.