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CYSE 368

Reflection paper 1

During my first 50 hours of my internship with ODU ITS Network Services as an IT Network Services Student Worker, I have demonstrated skills under the learning objective: Electronic Access Control and configuring electronic equipment. ODU ITS utilizes a software called "Service Now", as well as CS Gold to further specify problems and configure solutions for end users. Electronic Access Control for ODU consists of technical aspects and/or physical aspects depending on the situation. I have been tasked with a plethora of electronic access control tickets that allowed me to grant access, remove access, and assist in authorization for end users as an admin. I was tasked with working different Directors and their specific department. These directors each have their management staff, and the employees under them either student or full-time staff. My specific job was granting them access to the specified rooms they are required access to for work or guiding them through the authorization process. This information must be handled properly using a standard procedure of steps, as if there is any wrong authorization of any kind, physical or even technical damage may be done. Every day I worked with a team of 3-4 people with oversight from supervisors and senior engineers for networking allowing me to properly learn and follow protocol for all access and authorization for end users. The protocol is as follows: Locate student in the system, find the approver for the location they are requesting, then, with admin rights, grant them access under their ODU account to have privileges for specified rooms, buildings, and even specified times for these locations. The second and one of my personal favorite learning objectives is configuration. This also operates on a specified procedure. I worked with a senior network and communications engineer to properly wire a door strike to its circuit board.

My internship thus far has been very educational and provides a great experience of what working with a team. Although it had great learning benefits, it did provide a few challenges. As being a fully online student, I was not typically used to working with a team, better yet, all working on one thing cohesively. I was challenged with trying to do multiple things at once, rather than dispersing the tasks to multiple people to further productivity. Also, before this internship I was not experienced in wiring of any sort. Firstly, I did not know the basics of wiring as far as ground, power, and sound wires. With the help of my supervisors and senior engineers at my internship, I can confidently say that I have experience with the basics of wiring, and I am ready to further my knowledge and possibly work with fiber optics in the future if the opportunity presents itself.