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CYSE368

## Reflection Paper 2

This part of my internship consisted of the same tasks as the last 50 hours, plus more. ODU ITS Network services deals with all things that are connected to the internet, or more simply, that has Wi-Fi access. I was tasked with inventory and completing the queues of printer supply orders. These orders consist of printing paper, specified ink, and staplers depending on the capability of the printer. Also, I was tasked with service calls to the manufacturer to service these printers, as well as trouble shooting and finding the solutions to the printers that my department handles.

I have learned that through service now, working on help desk tickets of any kind operates on a standard procedure for the department I work in. I was advised to always make sure we are following the right steps depending on the ticket, responding promptly and accordingly to the end user, and once the ticket is handled - to close it out and resolve it using the same procedure each time. This internship challenged me physically as prior to this, I did not know that my department also was responsible for supplying the machines we operate on. For example, for the multi-function printers it needs special paper, ink, and staples depending on the model. This could vary from as little as 2 orders of paper to over 30. I was responsible for filling these requests, working with the inventory team to get the supplies, and then deliver them to the specified user in an ODU state vehicle. Before being able to perform these tasks, I had to watch and take a test on the safety of driving a state vehicle to receive my certification for operating a state vehicle. This emphasized the safety, rules, and regulations of operating a state vehicle. Once the supplies are picked up, I would then load the supplies and reconfigure the device to make sure it is operating properly after refilling it. If there was any complications or errors for said device, the IP

address would need to be obtained to locate the devices information such as equipment ID to initiate a service request to the manufacturer.

This internship has broadened my horizons in the realm of IT and Cybersecurity as it is not only technical, but also physical. This part of my internship taught me the field services aspect of IT and cybersecurity. My supervisors and senior engineers have showed me that without the physical aspect of this field, nothing would be possible to fix. There will always be someone handling the physical side of things almost in every situation. Although I did not emphasize this learning objective in my memorandum, it is just as important as all the others. As without the physical aspect of Cybersecurity and IT, protection would not be possible.