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CYSE368

Reflection paper 4

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In this 50-hour portion of my internship, I have been introduced and included in my first hands on meeting. This meeting consisted of all members of my department - ODU ITS Network Services. During this meeting we discussed productivity within each department, promotions of a few full-time staff members, and introduced new student workers that have been hired to the team. One of the major changes that directly effects my position is the end of life of Microsoft's SQL 2016. All our printers here at ODU used SQL 2016 and needs to be upgraded. I will be tasked with going with a team to a specified building or buildings to login to each printer as an admin and initiate the update. Another interesting thing I was introduced to and included in was a sandboxed environment for my department. This sandboxed environment was created by my manager, Naomi, and is set to deploy within the next month to help new and current staff to help productivity and communication. My supervisor, Naomi asked me to input what I have learned and the things I need assistance with so communication about these things can be addressed within the sandboxed environment. The team I work with consists of 3-4 senior engineers that are very busy throughout the day with meetings or other tasks they have been assigned to. Training new employees can easily be overlooked and the sandboxed environment is a great way to train employees and direct them on who to communicate to if a problem or confusion arises. This was very intriguing because prior to this I have only learned about sandboxed environments in class, and this was the first time seeing it in person. The sandboxed environment was made on

canvas.odu.edu and will be deployed as a class with a quiz at the end to ensure that staff and management are all on the same page as far as procedures with different sectors such as networking, printing services, and security cameras. Furthermore, I have been tasked with assisting with training new student workers. I have helped three staff members understand the basics of service now and the procedure we use to address electronic access control tickets within the networking department. This was my first time training an employee on anything technical and it was very interesting as it put into perspective how I was when I first joined the team and addressed how much I have grown in a short amount of time.

As I was tasked with many technical aspects this portion of my internship, I was also tasked with a physical demanding task. Me, another student worker, and a network engineer were assigned to replace a printer in the ODU parking office with a new printer that we had in our office. To do this, we had to disconnect all connections from the printer (power and ethernet), relieve resources, and properly document the printer. This printer was easily over 100 lbs, so my department has a strict procedure on how to move it. First, we had to use a truck with hydraulics to move it. I learned how to properly secure the printer onto the truck so it would not break during transit and how to use the truck with the hydraulic bed so I can easily move it myself in the future without supervision. After removing the old printer, we installed the new printer with the proper connections (power and ethernet), loaded the proper equipment (paper and ink), connected it to the 3 computers that were in office (going into the settings on the computer and simply connecting a new device and removing the old one), and printing a test page to ensure that everything was working properly. After this, I had to retrieve the equipment ID and serial number to properly document the broken printer and put it in the right area for it to get picked up by the manufacturer. Here at ODU, we have a separate room, located next to our converged technology and equipment room, for all inventory that needs to get picked up our vendors for repair.

Thus far, this internship has made me realize how far I have grown in a short amount of time by simply training new employees. Furthermore, it has put into perspective how busy all the full-time engineers and managers are. ODU constantly has inventory for supplies/food coming in almost every day, sports going on almost all year, and many events that happen all year. The IT department is the backbone of all these events, as they enforce the proper protocols and security to make any of these events happen. The IT department coordinates security cameras and doors for all sports games, coordinates access to all vendors for any type of supplies/inventory and manages anything technical for almost anything you can think of here at ODU! Everything I am learning thus far has been nothing but great and I look forward to furthering my skills to acquire a great entry level after college.