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Reflection paper 5

This period's 50 hours served as a great learning experience. Firstly, I was tasked with normal day to day tasks such as network service tickets via service now. The only new type of ticket I was introduced to this period was HR tickets. For this type of ticket, I am responsible for inputting the termination date for any type of employee that is no longer employed at Old Dominion University. In addition to inputting the specific termination date, I was also responsible for terminating access for everything the employee had access to. For example, if an employee worked with the athletic department, I am to remove access to facilities like the weight room, L.R. Hill, Jim Jarret athletic building, and whatever else the employee had access to.

In addition to normal day to day tasks, I was unfortunately involved in my first case of workplace drama. A full-time staff employee had aggression/hostility towards me as I incorrectly handled an electronic access ticket. For context, the ticket prompted me to give access to an employee that's access was no longer working for whatever reason. As I gave access to this person, I did not pay attention to the fact that this employee's account was not active and if this is the case – I would have to send a ticket to HR and have them handle the situation accordingly. As the situation happened, I owned up to the mistake and apologized. Later in the week, my supervisor had approached me about the situation and notified me that if this were to ever happen again, I am to talk to notify her first thing. I did not think much of it at the time, as this is normal in the workplace from time to time. However, my supervisor informed me that the attitude I received from the particular full-time staff employee was uncalled for and if anything, only needed constructive criticism and not hostility/aggression. Hearing this gave me a feeling of relief

as I did feel guilty for my mistake; however, it did not justify the attitude I had received from said employee. As I reflect on what happened this past week, I understand how important it is to speak up about uncomfortable situations in the workplace as this could have been handled differently.