

Brendan Marcelo

CYSE368

Reflection paper 6

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In this portion of my 50 hours, I have learned a significant amount about collaboration, communication, and troubleshooting. Since the last paper, we have had 2 hands on meetings. During those meetings we have discussed increasing the size of student workers and finding better ways to increase efficiency in our department. With that being said, we have hired 3 new student workers, and I have been playing a role in training them. A few of the students have never worked in an office like tech setting, but overall, it was not as difficult as I thought it was to catch most of them up to speed. Additionally, we have created more ways for each student to assist with printer supply runs and refills. As the semester is ending, this is a crucial time where printing is needed. As of today, all students have admin privileges to a software called "Pinnacle", which is what we use to create tickets for printing supplies needed all around campus and to manually check which printers are critically low and need supplies. With all student workers having access, it ensures that these jobs will get completed as soon as possible. Prior to this, only a couple full time staff had access to Pinnacle and had to do inventory on their own. I have seen a significant increase in this area of my job.

Furthermore, my troubleshooting skills with doors have increased significantly. The main project I have been assisting with is this. For example, the east wing doors of the Broderick Hall dorms have been malfunctioning. To fully diagnose the issue, I had to check everything. Firstly, I was tasked with removing the door strike and checking the voltage with a voltage meter to see if there was power. When I found out that there was no power, I had to go into the control room

to look for a blown fuse. After finding out that there were no blown fuses, it was then time to replace the door strike with the proper wiring. With the help of one of the full-time employees, I was able to properly wire and reassemble the door strike. However, we still discovered there was no power. To further diagnose the issue, I went to the west wing doors and did a thorough comparison of how everything was set up from door strike wiring, circuit board fuses, and even the wiring in the ceiling right above the actual door. To my discovery, the wiring in the ceiling of the west wing doors were completely different to the one of the east wing doors. After further inspection, we reached out to a senior engineer for networking and relayed the issue over to him. In conclusion, my full-time staff coworker, DJ, and I had done everything properly. The issue was that there was a 3rd party company that previously worked on the east wing door and did not finish their work. This explains why the wiring in the ceiling of this east wing door. We were informed that there was no communication between our department, facilities management department, and this 3rd party company. This reveals the main problem behind it all - the 3rd party company did not complete their job. At the end of it all, there was no further work for us to do as this company had to finish what they were working on. I was glad I did everything correctly but realized how important communication is in the workplace, especially in this instance. As of today, this specific door is working properly.