

Reflective Journal #1

Muhammad Rabiul

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ITS Student Worker – Old Dominion University

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First 50 Hours: Learning and Adjusting

My internship's first part has been both planned and unplanned. New problems arise every day; some are simple, while others need more involved troubleshooting. Technical support, system troubleshooting, and ServiceNow ticket management have been my main responsibilities. There has been a seamless transfer from theory to practical practice. Users depend on prompt, efficient solutions, and delays can reduce output.

A faculty member's laptop that refused to connect to the network was one of my first significant experiences. After completing several diagnostic procedures, I discovered that the problem was related to expired credentials, contrary to my initial impression that it was a hardware malfunction. A straightforward answer with a valuable lesson: before delving into intricate debugging, it's frequently best to go back to the fundamentals.

Another important learning experience has been navigating ServiceNow. The system seemed intimidating at first, but as I've learned how to classify, rank, and record service requests, it has been easier to handle. Effective information tracking has been crucial for maintaining a seamless team workflow as well as for resolving individual issues.

Progress Toward Learning Goals

These first fifty hours have given me a strong basis for my primary goal, which is to enhance my problem-solving and troubleshooting abilities. Every ticket offers a unique

challenge, ranging from network connectivity problems to software compatibility concerns, which strengthens technical expertise and flexibility. I've been able to foresee possible problems and create quicker solutions by seeing patterns in reoccurring situations.

Efficiency under pressure is another objective. Strong time management is necessary due to the daily fluctuations in the volume of assistance requests. While some problems need to be addressed right away, others need more thorough research. Setting up a personal tracking system for high-priority matters has streamlined my productivity, but learning to balance these priorities has been a big adjustment.

Challenges and Looking Ahead

The biggest challenge so far has been handling multiple service requests simultaneously. Some users expect instant solutions, while others require detailed troubleshooting, making prioritization crucial. Developing a structured approach to balancing urgency with accuracy remains a work in progress.

Beyond IT support, cybersecurity principles continue to surface in daily operations. From ensuring security patches are updated to identifying potential vulnerabilities in system configurations, I see direct applications of what I've studied. Moving forward, I want to focus more on endpoint security, network management, and automation within IT systems.

Fifty hours in, and the learning curve has been steep but rewarding. Every challenge presents a new skill to refine, and I look forward to continuing to improve my technical expertise, workflow efficiency, and problem-solving strategies in the coming weeks.

Total Hours Completed: 50

Next Steps: Enhance troubleshooting efficiency, improve ServiceNow documentation, and explore IT automation for security and system management.