

Reflective Journal #5

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Refining Efficiency in a Demanding IT Environment

At this stage in my internship, I adapt more instinctively to the rhythm of the ITS department. Tasks that once felt large and complex now flow more smoothly—handling ServiceNow tickets, resolving hardware-software mismatches, and managing peripheral support are part of my regular duties. What's shifted most is the speed at which I can assess the root of a problem and act on it, particularly in high-demand windows when multiple faculty and staff require assistance at once.

One particular challenge occurred when a group of lab computers failed a security patch deployment. Rather than troubleshoot one by one, I created a task sequence using Microsoft Endpoint Manager that allowed mass reinstallation. This reduced downtime significantly and allowed the lab to resume functionality within the same day. What I learned through this wasn't just technical—it was about composure under pressure and designing efficient workflows. Time isn't always on your side in this field, so smart delegation of digital tools is crucial.

Progress Toward Learning Goals

My goal of becoming proficient in enterprise-scale IT management is evolving. I'm not just solving issues anymore—I'm preempting them. I've developed a habit of documenting patterns, which has helped me detect vulnerabilities or misconfigurations before they escalate. I

also improved my user support communication—striking a balance between clarity and technical detail when explaining fixes.

Looking ahead, I want to deepen my skills in automation and patch management, and start shadowing the cybersecurity team to bridge my support role with policy-driven security tasks. With 250 hours behind me, the learning has become less about reacting and more about anticipating.

Total Hours Completed: 250

Next Steps: Expand automation capabilities, shadow security operations, and refine root cause analysis.