During this 50 hours of my internship I was in charge of helping out the housing department. They come to us for auditing reports and for specific access requests. The main requests that I have been dealing with consist of pulling reports for access control lists on our system and to verify access for users regarding the key oxes and certain doors. Since ODU is a state run program or a public university we have to get annually audited to make sure that we are under state compliance when it comes to our electronic access control systems. Housing will sometimes send thousands of users for us to check in our system and want us to determine if the users are active or not. Technically this is not our job and we have to work with housing and they end up compiling a list of people that should be added or not added to these specific doors on campus. A major problem that we ran into when I first started these task is that housing would not only not sift through their data and tell us who active users were but just tell us to remove everyone off the audit list then this would create more work because then would cause another flood of tickets because people would send in another request saying their access has expired and they want it renewed. We came up with an inhouse solution saying if we have added the user the room at the beginning of thee year they can still have access to the doors they need access to but if the access was granted back in the last semester (around august 2023) we have to remove them because the access looks overlapped. With this process we had little to no tickets being sent saying we removed an existing user's access.