



INTEGRATED TECHNOLOGY GROUP

DANIELLE CAPLINGER

BACKGROUND

- Managed IT services provider in Madison Heights
- Founded in 2012
- Cloud integrations, continuity planning, physical & cybersecurity services, vendor & maintenance management, and VoIP solutions
- Clients of all industries, but mostly healthcare

MEET THE TEAM



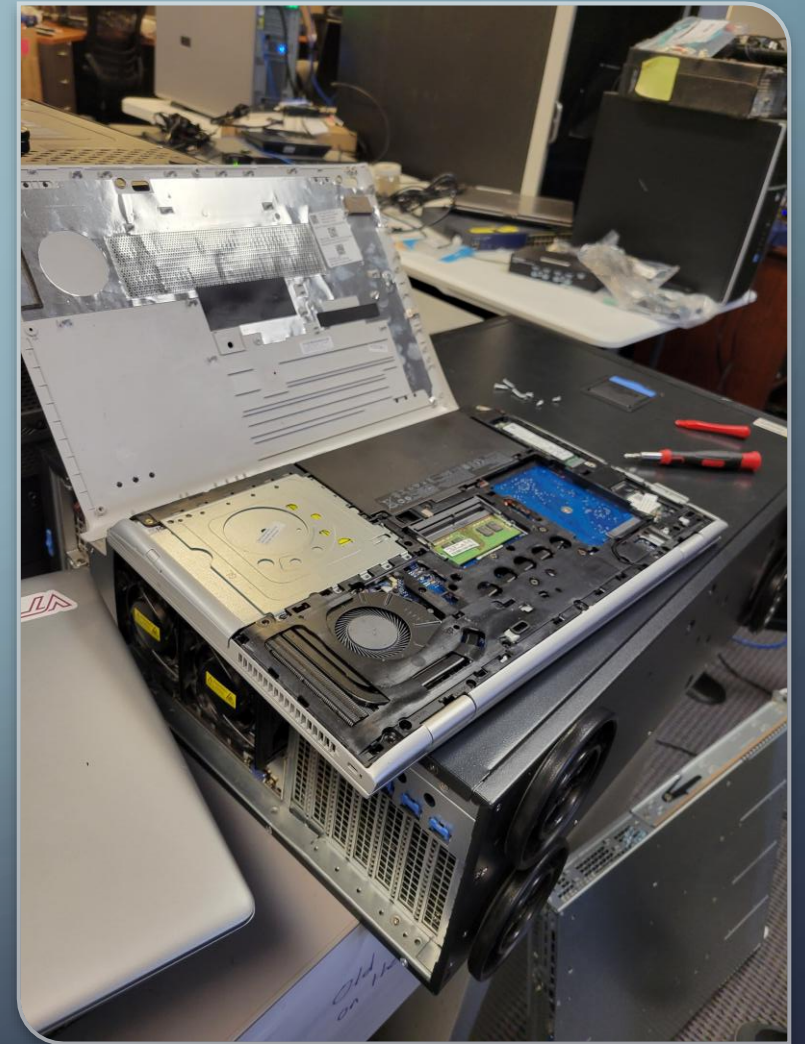


WHERE WE SPENT OUR TIME

- Project Work
 - Working with onboarding and offboarding devices
 - Working with Scott, Will, & Mason
- Service Center
 - Working in databases
 - Working with Casey, Kuna, & Braden

LEARNED SKILLS & PROCEDURES

- Ticket Entry
- Running Audits
- How to Make Phishing Campaigns (for Training Purposes)
- Provisioning Devices
- Wiping Devices
- Repairing Corrupt Operating Systems
- Working in Databases
- Troubleshooting Process (for VPNs, laptops, PCs)







DANIELLE'S FAVORITE PART OF THE INTERNSHIP

- Working with so many different people and specialties
- Every day was different
- Getting a hands-on look at the stuff I had learned in class or in textbooks
- Working through problems or just general questions with the team



EVALUATION OF OUR EXPERIENCE

- We were able to learn new skills in the IT industry.
- ITG provided lots of hands-on opportunities to help us understand theoretical concepts.
- Everyone on the ITG team was passionate and eager to help us or answer our questions.
- We felt like we were able to make an impact at ITG.
- We would absolutely recommend the internship experience at ITG.

Conclusions

- Our experience with ITG showed us what it's like working with an IT company and increased our passion toward pursuing careers in the field of cybersecurity.
- We're thankful to have been given such an opportunity through the XLR8 STEM Academy Internship.





THANK YOU