

Derrick Amissah

3/08/2026

ODU IT HELP DESK

Reflection #2 Paper

The ODU IT Help Desk has fundamentally changed the way that I see technical support. The first 50 hours were dedicated to learning about the systems. This past second 50-hour mark was dedicated to mastering the human and the environment of the walk in help desk. What used to be nerves over doing the tickets wrong has me professional confidence in a high-pressure environment.

Working on the phone and at the walk-in desk shows me how much in person can help. When a student or professor comes in, they're usually pretty upset. In this case, I need to stay calm with a smile on my face while attempting to resolve their issues. Working on the walk-in desk requires technical empathy that is learned on your own through experience. Every person has a different problem and level of stress. For example, I may help someone who has been trying to register a device for Wi-Fi for about a week and is now ready to blow up or help a person with a simple password reset. Helping people in person also shows me the difference that remaining calm and being patient does. If I'm calm, that makes the person calm as well, and it's easier and quicker to fix their problem.

Dealing with rude users has been one of the more challenging aspects of this 50-hour period. While using the 8x8 phone system, I have encountered several instances in which people are angry at ODU regarding their security policies. People easily get angry that they must use the Duo system or present a photo ID to reset their MIDAS password. Initially, I thought I was doing

something wrong when people were upset with me. However, I came to understand that most of the time, the users were upset that they had to do certain things for security. Since I am also getting my degree in cybersecurity, I understand the reasoning for these tasks. I can remain calm and comply with the rules that have been placed for me and tell the caller the reason for these security measures being in place for the organization.

The second part of my internship has helped me understand many of these cybersecurity concepts. For example, I denied a password reset request because the person had no ID; I applied the concepts of Identity and Access Management (IAM), which is one of the most important things in cybersecurity. My job also involves giving people access and protecting themselves against social engineering. Some people want to rush the process and avoid certain security steps, but these steps are in place to protect their accounts in case of a phishing attack. Using ServiceNow has become significantly faster for me. At first, it took me a while to carefully click through each option. Now I can quickly create a ticket and assign it to the appropriate support team.

During this next 50-hour mark, I learned a lot. I know how to remain calm and professional with the users that we advise. Working one on one with people and on the phone, I learned that patience and empathy from the users goes a long way in getting the job done. I also learned a lot about the importance of security rules and how to enforce them. Finally, I learned to use ServiceNow more efficiently, and managing tickets has become much faster and smoother. I feel more confident in this high-pressure environment. Knowing that all these skills and knowledge go into doing a good job at supporting and securing ODU's systems is important to me.

Dear Mr. Derrick,

My password problem was solved. Thank you for your help. Have a wonderful day. Mr. Derrick.

Best regards,

Nhi Huynh

On Wed, Dec 17, 2025 at 10:50AM ITS Help Desk <oduprod@service-now.com> wrote:

> Incident "INC0629482 - Password Reset" has been updated with a new comment.

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> Comments:

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> *2025-12-17 10:50:29 EST - Derrick Amisah* Additional comments

> Greetings,

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> Your MIDAS password has been reset/updated. You have logged into MIDAS,

> changed your password and updated your accounts. It will take up to 2 hours

> for your new password to distribute to all of your MIDAS services,

> especially your Microsoft services if you have those. You can only change

> your MIDAS password once in a 24-hour period.

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