Donovan Thomas

Reflection Paper 5

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Professor Teresa Duvall

TA Ashley Robinson

<center>**Internship Reflection Paper**</center>
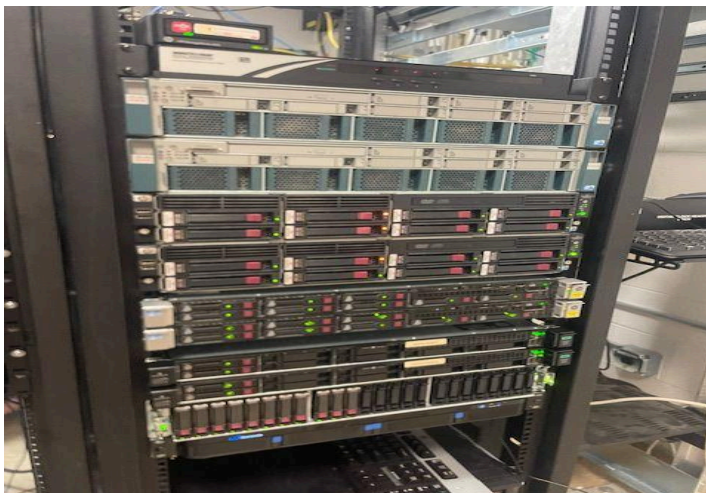
<center>**5th 50 Hours**</center>

Working as an IT Support intern for the 4th 50 hours has…

Taught me a little more about networking and hardware. I was able to mess around with some switches. We had a problem with the switches where the add-on batteries were displaying an error saying that it was not connected so we did some trouble shooting on the switch display screen but nothing there worked. Also turning on certain things in the room would shut off any electrical activity going in the room so we decided to find out what the problem was. The first thing that we did was try and replace the batteries on the switches and those batteries are big and heavy. The batteries feel like they are about 50 pounds and two of them fit in one switch.

After replacing them it initially did not work at all and we were scared that it did not work but we decided to just leave the batteries in there for the day in hopes it just needed to charge. The batteries that we replaced them with were switch batteries that were sitting there for 7 years so it was possible that they were just very dead. The next day that we came in, that was the case because everything was running smoothly . Here is a picture of the batteries that we replaced and the case that the batteries sit in. Since we did that side assignment the head of the tech department asked us to replace and add batteries to the other server rooms and all 3 buildings so we looked through the server rooms and set up a game plan for the rooms. We have plenty of switch batteries to use and we decided to charge the batteries on the weekend since they take awhile to charge.

     While we were in one of the server rooms I decided to ask some questions about the hosts that were stacked up in the room. My supervisor informed me that those devices hosted the majority of the Virtual machines that the schools use like the printer server for an example. She informed me that if those go down then a whole lot of things would not work anymore within the schools. Below is a picture of the host that runs the virtual machines and behind that is all of the switches to the highschool. So the room that we are in is the server room inside of the highschool.

The week coming up is the week that we will add the rest of the batteries since they are currently charging. The next project that we did was image windows on some more brand new chromebooks and also enroll new Hp laptops and assign new teachers into the domain. We also linked them to a specific HP laptop. Once we got the teachers logged in we logged into their emails, added printers that they would be using and made them admin on their devices. Lastly we pushed additional software onto the devices for IT purposes.

In conclusion…

I am starting to get very comfortable in this environment. It is boosting my confidence and all of the doubts and anxiety that I was having about completing college and going into my field are going away. I originally was scared because I felt like I did not know anything. I heard these words and these terms and could not apply it to anything but now applying them to real world experiences is easier. I am also being encouraged to do more with technology at home. I have been doing research on Raspberry Pis and I want to create an ad blocking server and just see how successful I can be in that project. Lastly, I want to say that I am happy that OLD Dominion is pushing internships as capstones. I think that it sets up more graduates for opportunities after college and not graduating with only a degree.