

Ethen Brandenburg

CYSE 368

Reflective Journal 2

After my first week of working at Technology Integration Group, I learned a few things regarding the way things work in the technology industry. This is that the customer has set deadlines and you have to meet them no matter what. This week we were behind in fulfilling some refreshed systems for HCPS (Henrico County Public Schools). With being behind we had to catch up so that every student had a device but not only does that affect Henrico but it trickles down to our other clients. After management ran the numbers we would have been slightly under 2,000 devices short before the August 15th deadline. Since being behind was not an option that management wanted to take we had to catch up. This meant I was cross-trained to work on Dell 3100 devices aka Chromebooks. These devices are pretty simple due to the simple design Google had in mind when they partnered with Dell to create them. The only downside was that these devices are EOL or End-Of-Life so there is a parts shortage. But over three days of 12 hours shifts we managed to get the 2,000 devices short to 80 devices short. This was not only due to the super easy technical platform that Chromebooks offer but also because management helped to coach everyone through this hard time.