Armond

Reflection Paper 2

Over the last week and a half, my role in the IT Department for the City of Petersburg has been a whirlwind of activity. From routine help desk tasks to urgent cybersecurity incidents, each day presented new challenges and opportunities for problem-solving. This period has been particularly eventful, highlighting the diverse range of issues that can arise and the critical importance of both reactive and proactive IT management. The week started with the usual Monday morning routine of checking the help desk ticketing system. As expected, there were numerous password reset requests and a few issues with software installations. One particularly challenging task involved resolving a network connectivity issue in the Public Works department. After some troubleshooting, We discovered that a faulty switch was the culprit and replaced it, restoring full network functionality. Tuesday brought an unexpected challenge when one of the city's main printers stopped working.

After some investigation, We found that the issue was due to a corrupted driver. Reinstalling the driver resolved the problem, but it took several hours of testing and reconfiguring to ensure everything was back to normal. Midweek, a significant cybersecurity issue emerged. Our monitoring tools detected unusual activity on the network, suggesting a potential phishing attempt. We immediately initiated our incident response protocol, isolating the affected systems and starting a thorough investigation. It turned out to be a sophisticated phishing email that had managed to slip past our spam filters. Thursday we were off for the fourth of July. On Friday, We focused on system upgrades and maintenance. The new week began, and we were off Monday due to a water break in the City of Petersburg. Tuesday we addressed a series of email issues. Several users reported missing emails and problems with spam filtering. After investigating, We

identified an issue with the email server's configuration and made the necessary adjustments to resolve the problem. Tuesday was relatively quiet. The last week and a half have been a testament to the diverse and dynamic nature of my role in the IT Department for the City of Petersburg. From routine help desk tasks to critical cybersecurity incidents, each day brought new challenges and opportunities to ensure the smooth and secure operation of city services. This period has reinforced the importance of vigilance, adaptability, and continuous improvement in my IT practices.

I didn’t get to take many pictures, but below is a couple of pictures of my work area and one of the rooms where we keep some of the equipment we use.



