Armond

Reflection Paper 3

In the last week and a half at my job in the IT Department for the City of Petersburg, I've been extremely busy with a variety of tasks, each demanding attention and precision. My role primarily focuses on IT help desk support and cybersecurity, and the recent days have seen an upsurge in activity on both fronts. One of the major undertakings has been the upgrade of our cybersecurity protocols. This project involves rolling out new software designed to enhance our network security. The implementation process has been challenging, requiring extensive troubleshooting to ensure all systems are compatible with the updates. I've been working closely with my team to monitor the network for any irregularities, swiftly addressing issues as they arise. This proactive approach is crucial in maintaining the integrity and security of our IT infrastructure.

Concurrently, the help desk has been exceptionally busy. There has been a significant increase in support tickets, largely due to the new security measures we’ve introduced. City employees have needed assistance with a variety of software issues, and I've been on the front lines, providing solutions and guidance. This has involved a lot of direct communication via calls and emails, we have helped staff navigate new protocols and resolve technical problems. Throughout this period, I've also been involved in various smaller projects and day-to-day operations. These include routine maintenance of our IT systems, responding to urgent technical issues, and collaborating with different departments to streamline our processes. Each task, no matter how small, contributes to the overall efficiency and security of our IT infrastructure.

Overall, the past week and a half have been hectic but incredibly productive. Despite the challenges, the progress we've made in upgrading our cybersecurity, supporting city employees. I'm proud of the work we’ve accomplished and the dedication of my team in ensuring that the City of Petersburg's IT infrastructure remains strong and secure.