

ODU Executive Team Reflection

Template

Deliverable: Team Lead → Upload the presentation to Canvas and Google Drive. As a team, talk about your experience working with your client and convert it into a slide presentation of 8 - 10 pages (PowerPoint or Canva) in-person retrospective brief to COVA CCI/ODU senior leadership.

Check the syllabus for the due dates!

Executive Team Reflection (to be posted on Google Drive folder labeled "Executive Team Reflection"):

1. Client Overview:

Provide a quick synopsis of the client's business and leadership.

VB Tiki Tours is a veteran-owned small tourism business that specializes in leisurely cruises around the Lynnhaven River Basin and the Broad Bay waterways all year long. Currently, there are around five employees. Tory Hegrenes is the owner of VB Tiki Tours, and he has three US Coast Guard Master Captains and a yoga instructor. In terms of leadership, Tory Hegrenes is the sole manager of VB Tiki Tours.

2. Client Engagement:

Discuss your team's engagement with the client, including communication frequency and any barriers encountered. How did you address or resolve

these barriers?

We had rather infrequent meetings with the client, though very substantial. In regards to the meetings, we only met Tory. We never met with any of the other captains of VB Tiki Tours, so we don't have a full perspective of how cybersecurity is perceived in their workplace.

When we did meet, it was through Microsoft Teams most of the time, only lasting for about 30 minutes to an hour. There were only two times we ever met physically, and that was our first meeting and our final briefing. We never actually got to see the Rum Shaker itself, which was their boat used for the cruises.

We communicated through emails most of the time, but, during certain occasions, we held phone calls instead.

The biggest issue we had was scheduling. Most of the time, Tory was unavailable because he was occupied with either running VB Tiki Tours or attending meetings, which were for the Coast Guard. So we didn't actually have much time to meet with Tory.

And when we did try to schedule meetings with him, we had scheduling issues of our own. We were busy delicately balancing coursework from other classes, our jobs, and planning what our next steps were with Tory. At times, only one of us could attend a meeting with Tory.

3. Project Evaluation:

Successes and Challenges: What went well as a team, and what didn't?

Process Improvement: If you could redo the project, what would the team approach differently?

In terms of successes and challenges, the report, the meetings with Tory,

and the final briefing with him were our strongest aspects of the project. The initial meetings went well, but Tory was relatively quiet outside. He didn't have many questions related to cybersecurity or how we were conducting our work.

But he did request a "living document" for him to share his ideas and approve our solutions. That didn't work out, so we sent an early draft of our report and presentation as a preview and as some form of appeasement. Despite the setbacks, he really found our reports very informative and impactful.

Now, what didn't really go well was the lack of exploring the more technical aspects of VB Tiki Tours, such as examining how the internal network was set up. But they're really focused on the boating business, there were essentially no work accounts or company-owned computers. The only device actually brought and used at work was Tory's personal laptop.

If we could redo this project, we would have approached certain things differently. We could have physically visited the VB Tiki Tour's office and examine what their network actually looked like. See potential vulnerabilities, physical or network-related. We didn't have much of a focus in the beginning. We figured things out on the go.

4. Team Dynamics:

Reflect on how the team worked together, including collaboration and communication within the group.

Our team worked excellently together! We chose the "divide and

conquer” method, with Marqwez being our team lead and spearhead, and starting the charge on all assignments and projects. Hans was our research lead, giving the team the fuel to complete these projects with a plethora of resources, starting from our valor assignments and local businesses, before we met with them. Tyler was our communications lead. He ensured that we had proper communication with our client (Tory), and whenever we needed to ask anything or if our client had a task for us, he was the first person to see it, report it, and get started on it.

With our teamwork ethic, we were able to complete all tasks assigned to us on the team and very efficiently. The team also received praise for our teamwork and quality of work presented by our client Tori, Dr Baaki, and Mr Castanzo.

5. Highlights:

What were the most motivating or exciting aspects of working together on this project?

There were many exciting aspects of working together on this project. One of these aspects was meaningfully contributing to different sections of the report. It allowed us to find mistakes and weaknesses within the report that we wouldn't originally discover if we all worked on our sections alone.

We also did lots of rehearsals of our presentation when we had some time off. This usually occurred late in the evening and led to some fairly memorable times.

6. Course Highlights:

Which guest speakers did you enjoy most? Why?

Our team agreed that our favorite guest speaker was Dr. Baaki. We felt that he kept the audience very attentive and focused rather than uninterested or uninvolved. He also engaged with the audience, bringing us up in groups to be a part of an experiment that brought us closer as a team, but also taught us the technique he was presenting, such as being spontaneous.

7. Recommendations for Future Teams:

Based on your collective experience, what advice would you give to future teams?

Some recommendations that we suggest are that everyone on the team needs to be involved to get the most out of this internship. One person shouldn't be doing the slides while another person does a different assignment. All team members should be doing 1/3rd of each assignment for even distribution of the workload. Our team tried the "everyone do one" method at first, but once we changed methods, we found that we were more productive, the quality of work improved, and our connection with each other exceeded what we originally expected for each other. If future teams do 1/3rd each, we believe that they will experience the same effect.

8. Course Feedback:

What would you recommend changing about the course? Specify any additions, removals, or aspects to keep the same.

Our team agreed on a few recommendations for the future of this course. For us, we prefer a more organized plan when going into courses or jobs. We found that the constant changing of locations and changes to the syllabus made us feel disoriented and felt like not everyone knew what was next and had to inform each other and update each other.

Our second recommendation is to adjust the advertisement of this internship. Going into this internship expected a more hands on and technical experience. Instead we felt it was very hands off and more just answering questions using the knowledge that we gained from other classes. We recommend that when people are accepted into the internship, an extensive email of what the cyber clinic genuinely consists of gives the students the opportunity to really think of what they are going into.

Finally our last feedback would be that the attendance policy is extremely unforgiving and impractical for most students. Many students are engaged with prior commitments and passions that would work around a typical job and or class but we found that this internship felt a little unrealistic with its no abscess policy. We suggest that the internship holds students responsible for their actions rather than making the student feel “forced” to do something unrealistic.