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Reflection Paper 2

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Internship Reflection Paper

Second 50 Hours

Working as a System Administrator for TIAG for the second 50 hours deepened my learning into some more of the System Administration for the organization. I focused on in-processing users, assigning M365 Licenses, and using my knowledge of Splunk to create dashboards.

I also attended meetings regarding some deliverables, the network upgrades that were underway, and a meeting about a pilot program that is currently in progress. I learned the overall AD structure by adding new users to our OU. This part was interesting because of the number of settings I had to configure for each user. Then I had to log into a portal to assign licenses for M365. Assigning licenses was a new topic for me, as I had assumed that Licenses would automatically be assigned to users once their AD profile was created.

The value of patching and understanding our organization through a user-focused lens was 2 of the most important things I've learned. Patching these 50 hours was focused

more on the ATO. I set up deployments for software on over 200 machines. I even asked questions about modernization because I learned about Kubernetes and Docker at home. There might be room for improvement in that area, but for now, they told me to focus on learning the basics.

Focusing on the user entailed assigning licenses and learning the time each change takes to replicate. For instance, assigning a license takes 12-24 hours to replicate, so it is important to in-process a user as quickly as possible. It takes about 7 minutes to in-process a user because I have to log into the Server, run a script to create the initial profile, then fill out fields that the automation script won't fill automatically.

In addition to work, I studied for the certification more. The Solution Architect Associate is an exam that might end up being harder than I thought because of the amount of information I need to know. I have the basic knowledge, since I passed the AWS Cloud Practitioner exam, but that was years ago. I have been taking notes and researching white papers to really grasp every service AWS provides. I even looked on Reddit to see how other people studied for this exam.

Overall, writing this reflection #2 about the second 50 hours brings me closer to this chapter of my internship. I really enjoyed learning about licenses and M365 as a whole. M365 is something that most organizations provide, but there are differences in how we use it because of the nature of our work. I also enjoyed setting up new user profiles in Active Directory. We have a lot of users and a lot of departments, so it was hard to learn all of the departments, but I know that I will eventually get it down.