

BUSCH VACUUM SOLUTIONS VIRGINIA BEACH, VIRGINIA



PROGRAM OUTLINE

JASMYN WILHELM 2024 IT SUMMER INTERN



INTERNSHIP OBJECTIVES

- END OF LIFE HARDWARE REPLACEMENTS
 INVENTORY AND SUPPLY
 - MANAGEMENT

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END OF LIFE HARDWARE REPLACEMENT



The IT department handles most tickets that are entered throughout the USA. To put in prospective their workload, in just one day 30 tickets were assigned to the team. There are 5 members of the team that work in office. 3 of these members are the only ones in rotation for ticket assigning. No only are they communicating with the ticket placer, but they must also communicate to global regarding the issue. There is a time gap that can make response times longer while more tickets are still arriving.

I hoped to lessen the workload by dedicating my time to a long-term project instead of simple goals.

INVENTORY AND SUPPLY MANAGEMENT

When the renovations happened at this location, the IT department moved offices 3 weeks before I started. These events led to what I like to call the escape room. You must find what is needed and escape throughout the maze or puzzle. This project was my suggestion as I am a very organize orientated individual and this was petrifying. Due to the others being busy and the room being overwhelming at first look, it had not been accomplished yet, which is understandable.



OBJECTIVE #1 PROCESS

END OF LIFE HARDWARE REPLACEMENTS

END OF LIFE HARDWARE REPLACEMENT

Duties (Virginia Beach Location Only) :

- Activities:
 - Inventory of hardware assets.
- Responsibilities:
 - Facilitating and coordinating device transfer
- Tools and Resources:
 - Asset Tiger
 - Active Directory
 - Realm Join
- Output:
 - Removal of outdated devices no longer covered under warranty.
 - Updated tools and resources to display accurate data of devices checked in, checked out, and the owner of the devices.



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PC Name -	Assigned Tech -	Serial Number *	Model -	Make •	Location -	Priority Level *	Replacement Status
DESKTOP-MNLG3DB	Benjamin Lamesic	PF3G1MDK	20X1	LENOVO	Virginia Beach, Virginia	Priority III	Not started
WIN-BXW35X3	Benjamin Lamesic	BXW35X3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-80ZBGW3	Ray Clark	80ZBGW3		Dell Inc.	Chandler, Arizona	Priority III	Not started
WIN-SCHZDK3	Benjamin Lamesic	SCHZDK3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-3XW35X3	Norberto Beltran	3XW35X3		Dell Inc.	Chandler, Arizona	Priority III	Not started
WIN-B86TDK3	Benjamin Lamesic	BS6TDK3		Dell inc.	South Elgin, Illinois	Priority III	Not started
WIN-38559W3	Norberto Beltran	38559W3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-G6735X3	Benjamin Lamesic	G6735X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-6PD35X3	Ray Clark	6PD35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-7722GW3	Norberto Beltran	77Z2GW3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-3GZ4GK3	Norberto Beltran	3GZ4GK3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-GCXGWT3	Ray Clark	GCXGWT3		Dell Inc.	Chandler, Arizona	Priority III	Not started
WIN-J3Z35X3	Norberto Beltran	J3235X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-D85TDK3	Ray Clark	DESTOKE		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-C52MST3	Ray Clark	C52MST3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-CKHFWT3	Ray Clark	CKHFWT3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-22235X3	Norberto Beltran	22235X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-GROSSX3	Norberto Beltran	GJQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-DL2CWT3	Benjamin Lamesic	DL2CWT3		Dell Inc.	Richardson, Texas	Priority III	Not started
WIN-JWW35X3	Norberto Beltran	JWW35X3		Dell Inc.	South Elgin, Illinois	Priority III	Not started
WIN-4J43GW3	Norberto Beltran	4J43GW3		Dell Inc.	Remote Location	Priority III	Not started
WIN-208CWT3	Norberto Beltran	208CWT3		Dell Inc.	Houston, Texas	Priority III	Not started
WIN-SF2CWT3	Norberto Beltran	SF2CWT3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-JM43GW3	Benjamin Lamesic	JM43GW3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-JMQ35X3	Ray Clark	JMQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-DJQ35X3	Ray Clark	DJQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-7FNBWT3	Ray Clark	7FNBWT3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-JHQ35X3	Ray Clark	JHQ35X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-G5805X3	Norberto Beltran	G5805X3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-FOYKST3	Benjamin Lamesic	FQYKST3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-69CKST3	Norberto Beltran	69CKST3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-7XH5GK3	Norberto Beltran	7XH5GK3		Dell Inc.	Virginia Beach, Virginia	Priority III	Not started
WIN-FBDB1V3	Ray Clark	FBDB1V3		Dell Inc.	Colorado Springs, Colorado	Priority III	Not started
WIN-249B1V3	Benjamin Lamesic	24981V3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-81981V3	Norberto Beltran	B19B1V3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
WIN-BCD81V3	Norberto Beltran	BCDB1V3		Dell Inc.	Richardson, Texas	Priority III	Notstarted
WIN-BTR6GK3	Ray Clark	BTR6GK3		Dell Inc.	Pheonix, Arizona	Priority III	Not started
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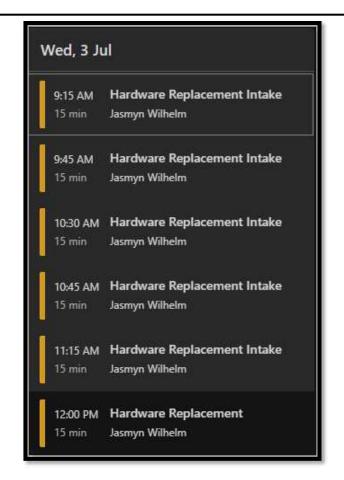
I started this task by updating the SharePoint of out-of-date devices to include location as my task was to focus on the Virginia Beach location. This reflects the list after a few items have been completed. As noticed below, locations are listed for each device. This was a project I added to help myself track only Virginia devices but will help the team after the internship when they need to coordinate other devices for the other locations.

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This was a long challenge as many people were no longer at the company, but the device stated it was still with them. When the renovations occurred, devices were switched. Some were given before checked into the system. Every device I traded was updated into the system, but for those listed under a member do longer here, there was a lot of hunting thought the MFG and LLC.

When the locations were added, I started contacting individuals with the top priority due to the device model and device year.

A limited number of devices could be ordered at one time, but I kept scheduling meetings to get information to guarantee I set aside devices needed instead of delaying the process waiting for email responses.



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4 15-May-2	4 23 May 24 @0900					New IBIS; Old IBIS; LN					
5 16-May-2	4 20 May 2024 @ 1100					ERP; LN	(+++)		Lattitude 5440	6XMXVW3	20-May-24
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7 20-May-2	4						() ()		9 44	+++	
8 20-May-2						None Specified	((c)			
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At this time by the end of the internship over 45 people will have been met with/contacted to complete replacements. Some devices had already been upgraded, but not entered in the tracking system such as the SharePoint and Asset Tiger.

OBJECTIVE #2 PROCESS

INVENTORY AND SUPPLY MANAGEMENT

INVENTORY AND SUPPLY MANAGEMENT

Duties (Virginia Beach Location Only) :

- Activities:
 - Organization of assets
- Responsibilities:
 - Accounting of laptops and other peripherals in stock
- Tools and Resources:
 - Asset Tiger
 - BitLocker
 - Amazon
 - Microsoft 365 Applications
- Output:
 - Accurate accounting of functional equipment in stock to facilitate future orders and tickets

				2, 3, 4, 5	
Asset Tag ID	Description	Brand A	Purchase Date Co	st Status	
MJ-OHKFXA	E 14 Gen2		07/12/2022	Checked out	
TBD-	Dell Latitude 5440 - CGQ35X3		04/18/2023	Available	
WIN-64235X3	DEL 5550		05/22/2024	Checked out	
PESMRKEA	E14 Gen2 Serial PF3MRKFA		06/21/2022	Available	
PF-3MRYVM	E14 Gen2 Serial Number PF-3MRYVM		06/21/2022	Checked out	
Busch LLC 9534	E14 Gen 2 Serial PF3MTBCH		06/28/2022	Checked out	
м.)-онк999	Lenovo E14 Gen		06/27/2022	Checked out	
BLLC 9537	Ronald Hackshaw E14 Gen 2 Laptop		07/05/2022	Available	
AFUSM2153	Aaron Stores E14 Gen 2		06/01/2022	Available	
BUSCH LLC 9527	E14 Gen2		06/07/2022	Checked out	



As seen in slide 6, the storage closest was... On the right side of the picture, a small stack of laptops can be seen. However, that was only the beginning of devices.

To start managing the inventory, many broken devices were handed to me. The team was struggling with many other tickets, to where coordinating with Dell and Lenovo had fallen through the cracks leaving many devices needing to be repaired.

I cannot blame the team as dealing with the ticket support is the same as dealing with places such as Verizon. They will try to make one troubleshoot themselves even with a contract requiring them to come out within one business day. They would ask to speak with the IT department not believing I work there. They also try to send emails outside of our work hours and my workdays and attempt to close the ticket if not responded to within 1 day.

The number of devices needing repairs was no small feat. More devices would come in almost daily that also had to have tickets placed for. If a device is under warranty, then there is no option to just toss the device even if it is less than 6 months.

Attached is a tracker I had to create just to keep track of the tickets and the issue with the devices along with the warranty date. Lenovo is the main company of devices needing to be repaired which did put my sanity into question. Over 49 tickets have been placed since the start of my internship, 30 of which were Lenovo's.

However, Dell is not innocent with tickets. The technician is only allowed to work on 1 device for 1 ticket. With 12 tickets entered for Dell, a technician had to come out for each ticket.

	Laptop Sta	tus Tracker, alter +	Last Modifi	ed: 1010 at 12:56 P	M∽	P Seath							
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Ing Names	Nacianta Experientare	Descer bister	CONCEPT OF	The host Danas	Toxat Number of C	Tukey keasering	Nikar Computer Jala	<u> </u>					
N/A	14044-25	Broken	Yes	17-net-24	2019412733	Battery cannot hold a charge. (No Tights)		1					
AVA .	44-64-25	Britkin	765	25/6/34	2230201540	Battery will not charge. Fort is insee.	4						
16/A	1434/25 1434/21	Operational Broken	Siz Yes	17-149-24	2019414016	Will not power on, Pio Lightsi	Thursday, Jone 20, 2024		-				
NUCESSIE	24769-25	Droken	Tex	17 Apr 24	2019411545	Security passwerd required/warmederk	Starting, Stra av, dilla	Settary is not several. New to	-				
16/A	2434428	Broken	Yex	10-04-24	2010437633	Black acreent even an external manifor, but the furtions colligiuming to	Thursday, June 20, 2024	The second s	-				
N/A	24/ap-21	Broken	Yes	10-jun-24	2013484252	IIII ports are locks making device connections is and out.	Thursday, June 27, 2024	time -					
N/A	14-1-1-21	Operational	Ne		-	-	Thursday, June 27, 2024	Need BrtLocker Recover ke	11.84				
R/A	16-A(g24	Operationel	Ma				-						
N/A	1410435	Bridge	Ves	25.040-24	2019570252	Battary carnot huid a charge. (No lights)	Thursday, June 27, 2024		_				
	and the de		1.10	-	WARRANGER :	Been a self for private as seen to be seen at a feedback by barry	The state of the second s	Sectory of the second date of					
N/A HUCSEA	2-107-25	Broken	Yes	25-Jun-24	2019566256	Will not connect to docking station or external monitors, the Lights	Monday, July 1, 2024		-				
NULC HARA	24Jul 25 20-Dec-34	Broken	Yes	27-Jun-24 27-Jun-24	2019617046	Denice will not power on even on Lenovo charger, No Lights Device will not power on even or Lenovo charger. No Lights	Menday, July 3, 2024 Wednesday, July 3, 2024		-				
IL/A	20-Dec-24	Destern	Tel	27-349-24	2019617027	Device will not power an even an Lanceo charger. No Lights.		manar (Lept), Need BitLocker Recov	our W				
The second se	and the second second			6/27/2024 6 16	20196170061		A CONTRACTOR OF CONTRACTOR	the second s					
16/A.	.144625	Broken	THE .	pat 24	2015532385	Carriet net power on even on Langue charger. Bid charge port. No Lights. Probact error	Minible, hity 1, 2024						
N/A	22496/25	Bratan	. Ho	12-14-24	2020089550	Screen is that and will write bean. Power Split tomes on and that is it.	-						
N/A	11-Mac-25	Operational	Mo	-	-		-		_				
N/W	20-0+0-24	Broken	Yes	2-04-24	2019688250	Device will not power on even on Lenovo therear. No Lights	Wadnesday, July 2, 2024		_				
N/A	224/wj-25 20-0ec-24	Broken Broken	788	5-0.0-24 3-0.0-24	2019803915	Device will not power on even on Landvid tharger. No Lights. Device will not power on even on Landvid tharger. No Lights.	Montey, July 15, 2024		-				
n/A	11-0ep-35	Operational	140	200-24	CALL TALL	Designment of the second second second second			-				
N/4	3-Mar-25	Operational	342		-	-	-		1				
374	14-0:5-35	Operational	Ne	-		-	S 12 24	1					
N/A	9-Mar 25	Operational	140		141		-	2	- 61				
271	13-7eb-36	Operational	- 144		-	-							
16/A	33-Map-28	Operacional	No				-						
103804	23-Mai-28	Operational	111	-	-		-		-				
NG 8111	24-00-26 24-740-25	Brokan	Yes	2-04-24	193327296	Broken will go block when a HOMI cond is in and will only display on an external monitor	Thursday, July 11, 2024		ile tur				
N/A	5-7+6-28	Droken	Tes	5-56-24	191710729	Device will not power on even on Lerovic charger. No Lights. Broken streen.	Thursday, July 12, 2024		-				
N/A	10-64g-28	Operational	No	200-04		and an and a second sec		1	-				
w/k	10.4ep-26	Bruken	Yes	33-May-24	190902614	Sitteen Richard, Gittenes		1					
N/A	20-May-25	Brokan	Yes	21.May-24	190901528	Tiny thin black vertical line appears on streen		2					
N/A	3-146-20	botan	Yes .	23-May-24	190900848	Breiter Stream (White, black, and multicoloried lines cover the whole scream)							
N/A	27-Mar 27	Operational	No		-		-		_				
201425	20-May-26	Operational	100			-	-						
N/A	15-Dec-23	Operacional	No	-	-				_				
N/A	1474023	Operational	Tab Ma	38/66/24	2019952489	Traces during factory result at searchy 20% and sared to legin screen, but sar't legin.	Tuesday, July 23, 2024						
N/A	22-May 25	Broken	Yes	22-04-25	3020003644	Dence will not power on even on Lenovo charger, No Lights	Wednessay, July 24, 2024		-				
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When going through the devices, creating tickets was not the only task. When devices are purchased, a 3year warranty is included. When these devices are out of warranty, they are put into a bin to be disposed. Over 47 devices were checked regarding the status of their warranty. Once devices are confirmed to be out of warranty they are put into a bin, that when full, a recycling center will come and take the devices, wipe them clean, and destroy them. Until a receipt from the recycling center is received the devices can not be marked as disposed for accounting/budgeting purposes.

SKILLS LEARNED

Soft Skills:

- How to Increase Team Bonding
 - Birthdays, events, etc.
- Communication and Understanding
 - It is easy to lose communication skills after working in the field as it becomes habit.
- Interacting With others
 - Getting to meet and know others from almost every department
- Self Accountability and Responsibility
 - Meeting and asking for help, but also figuring out my own processes and holding myself accountable.

Hard Skills:

- Replacing Various Hardware Equipment
 - Batteries, screens, etc.
- Erasing devices and setting up new ones
 - BitLocker, USB Windows upload, tips, tricks, etc.
- Troubleshooting
 - Lenovo, Dells, after device creation, etc.
- New Programs and Software's
 - Linux, Realm Join, Asset Tiger, SharePoint

OTHER ACCOMPLISHMENTS

SIDE PROJECTS

***** ORGANIZING *****





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