

### Reflection 3

CYSE 368

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At this point, I have successfully completed my training at the ODU ITS Help Desk and I am now working on my own. The last part of my training was mainly me being on my own and just being shadowed by a supervisor to make sure that everything I was doing was correct. Every day was different for the last 50 hours. The last part of the training was more of just “show what you know” instead of learning. If calls came through, I was the one to answer and create tickets for them and try to troubleshoot the problems they were having, at both EVMC and at ODU. Not every issue that came through we talked about so we had to look up the solution on our own and try to help the best we can, especially since EVMS uses different systems than us but they still can call us. The reason for that is because when the two schools merged, some of the systems also merged and the whole ITS help desk merged as well. So, the ITS help desk has the same email and number for both. When someone calls the Help desk number, it's a lottery pick for who they get on the other line, it could be EVMS, or it could be ODU. A lot of times what happens is that someone from the EVMC will call and someone from the ODU ITS help desk will pick up and we must troubleshoot their issue if possible. Sometimes we must escalate the issue if we just do not have the ability to help with that specific issue, and that is for both ODU and EVMS. It also is the other way around for EVMC's It help desk if they receive an ODU user. They have to try to troubleshoot their issue as well. That is why it was important during the training to learn about the systems so we can help both organizations with issues. The main issue

that always comes into the help desk is password resets from students. Students will forget their password or wait too long to change it so then we have to give them a temporary password so they can log back in and remake their password. Sometimes students will email us about an issue they are having with a service, how they are unable to log in or it redirects them into a different page, and it will end up that they need a password reset. Those are without a doubt the most frequent issues that I have seen so far working there. They are not too difficult to manage though, which is good. If the person on the other end of the phone follows instructions and knows what they are doing, then it is a 5–10-minute procedure. Sometimes, however, it may not be a fast procedure due to them not understanding what to do, not understanding the password to type in, or even what to do after. Sometimes people also have follow up questions that they would want you to answer so you would have to try to assist them even further. Overall, I have really enjoyed the experience of working here and I will continue to work here for a good while up until I graduate and then use my experiences here to gain a better job in the future. This job has given me a lot of insight and allowed me to hone my skills that I can use in the IT/Cyber profession.