

Jo Brown

Reflection Paper 3

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Professor Teresa Duvall

Internship Reflection Paper

Third 150 Hours

Having worked within the IT Help Desk for 150 hours now, and having met all the people who work there, I have been given so much opportunity to help my monarch community and to learn from people in my field. Every day I work, people with issues of technology call us, expecting us to be able to help them and we are so able to, so quickly and so thoroughly, it is legitimately an interesting thing when we don't have the answers. On a usual day, each technician will field about 10 calls, each of those calls is someone new, someone with a unique issue that has caused them so much stress and hardship that they called us to help with it. As technicians, it is our responsibility to be the calming voice over the phone to say "We're here, we've got you, this issue is important" without saying those words.

The majority of calls we field are password resets, an easy and quick resolution for the person on the phone, though there are some pain points most will have about our process. For example, last Wednesday I filed a call from a professor over at the EVMC which newly merged with ODU. She reset her password on her own about an 30 minutes before her call and was having issues logging into the Office365 suite as well as her outlook email. Unfortunately, there

was nothing that could be done to help her with that. The password reset process, while simple and instantaneous for most MIDAS managed software, can take upwards of two hours to sync across other services, such as those provided by Microsoft. I personally have never seen an instance of a password reset taking less than an hour and a half to sync to Microsoft. When I informed her of that, she wasn't angry and instead asked me some questions about how she could do the work she needed to do, which was thankfully not time sensitive. I suggested her use google docs to edit the document and then just copy-pasting what she wrote back onto the word doc when she got her services back, seeing as she was working on a table that the google doc formatting likes messing up.

While almost all callers are benign and easy to work with, there are some who are not. Most of those are simply ones who yell at technicians over the phone, but occasionally, as we did last Monday, we'll get a walk-in that everyone, not just those who are helping them, will remember. Mondays after 2 p.m. are usually slow, so when someone, presumably a student, walked in carrying his laptop with a flash drive slotted into the USB port, we figured this would be a simple fix. It was anything but. It turns out that he needed help reinstalling windows from the flash drive, which is not an unusual ask of us. However, what makes him memorable is what he said immediately afterwards. Without even giving us a chance to respond, he said "Don't worry, this isn't a hacking attempt. If I wanted to hack you, I'd just go on the dark web to see what breaches ODU has had recently, then violate the computer privacy and decency act, and then go to jail for 20 years." Everyone had to restrain a laugh or double take when he finished speaking, but it is our job to help. Our lead student technician went to help him, and it was uneventful. As I was nearby I overheard the issue he was having, it turns out that he was trying to run a dual-boot of Linux and Windows on his laptop, but somehow messed up the partitioning

so badly that he removed the wi-fi driver of his motherboard and was unable to install it again, as without that driver, he could not connect to the internet. When I suggested to him to take his computer to the bookstore to see if they might be able to fix it, for cheap at that, he replied “I dunno, that sounds like a social engineering attempt.” We all were baffled at the confusing nature of this walk-in and have been talking about him since.

All in all, I believe that this internship has been an amazing experience for my future cybersecurity career. It has taught me how to deal with unfamiliar situations and how to manage people in stressful situations.