Justin Prosser

University of Richmond

Reflection Paper # 1

Date: 05/27/2025

ODU Summer 2025

Professor Teresa Duvall

TA Ashley Robinson

Internship Reflection Paper

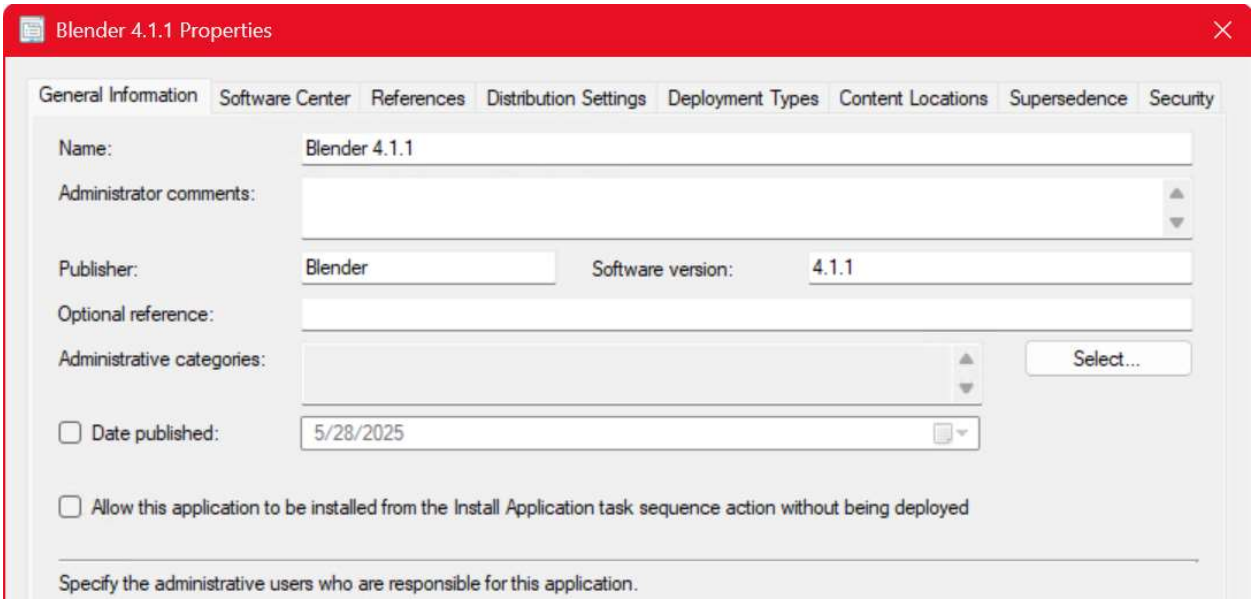
First 50 Hours

The first 50 hours of my internship have been what I have been doing for several years now. For context, I am an Academic Computing Specialist for the University of Richmond. My main job is to maintain a standard across classroom computers. This activity involves yearly refreshments/ replacements for computers. This also involves patching, security testing, and other aspects of being a system administrator. I will go into more detail for the final paper, but my role serves multiple functions, and because of it, I have knowledge of multiple domains of Information technology. This past stint was mostly application testing with some new computers being deployed and administrative work.

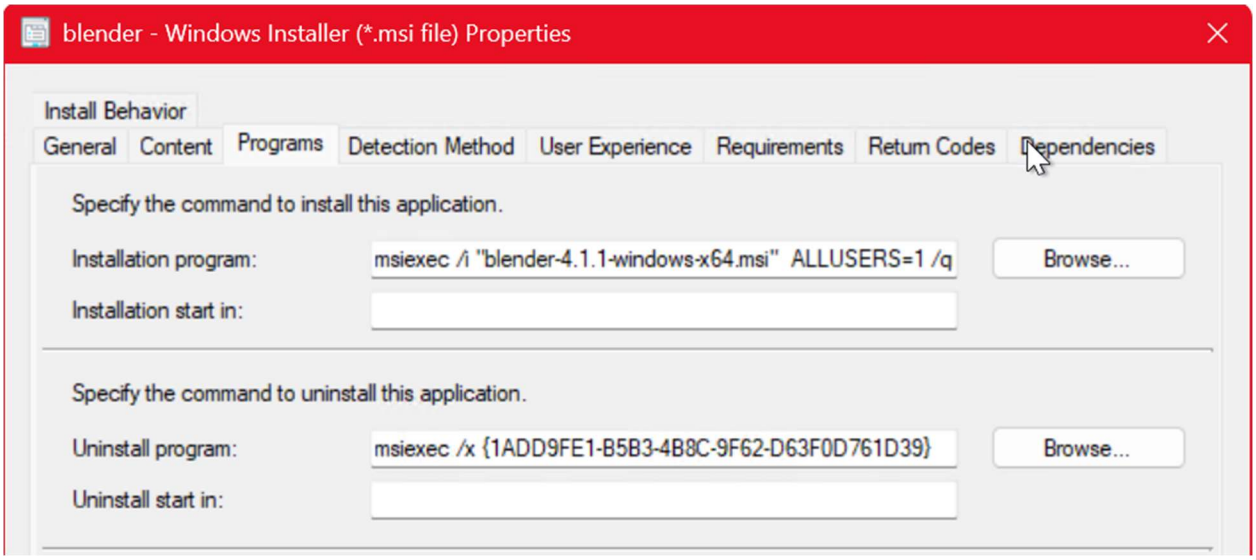
For the Administrative side of things, due to the unique nature of my internship, I have to self-direct a lot more than intended, but not unexpectedly. Once class officially started, I didn't have much time to make sure that all my documents were ready to go and

be signed. I also had to remind Networking and Information Security (Info Sec) about giving me their assignments so I could start planning around them. As of now, I still haven't gotten them yet, so I need to poke them as a friendly reminder.

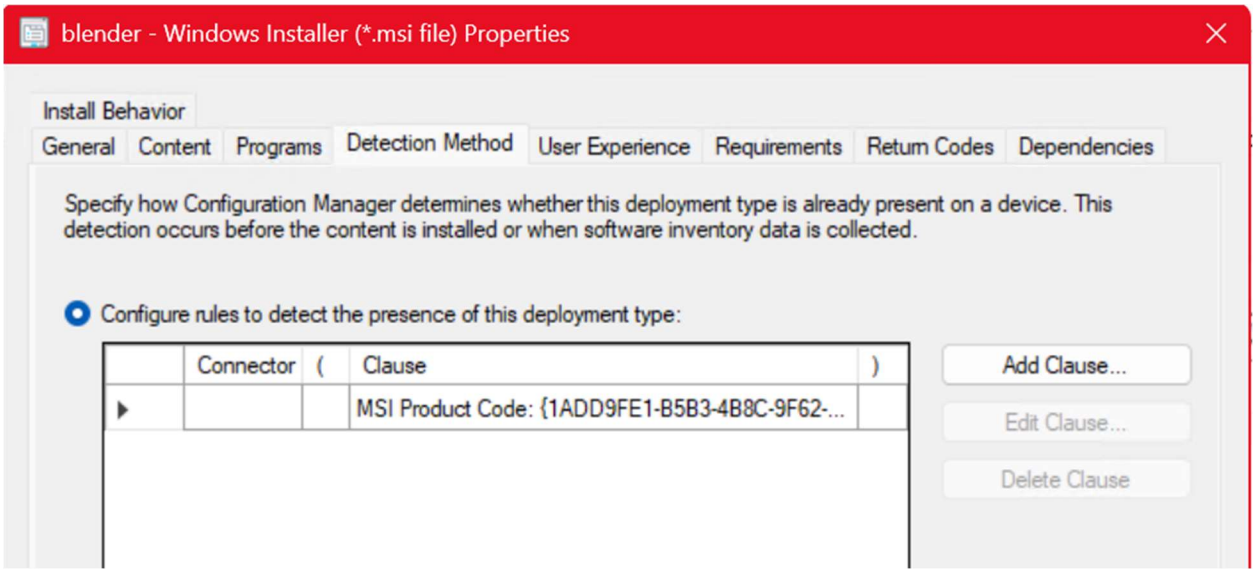
For the Application testing side of things, one of the major hurdles of application building is application testing. For context, we are still utilizing MCEM (Microsoft Endpoint Configuration Manager), otherwise known as SCCM (Software Center Configuration Manager). When I say application, I mean an SCCM Application. Essentially, SCCM Applications allow the System Administrators (Sysadmins) to direct and control how a piece of software is installed. Below is an example of a commonly used program I made last year.



You can see in the next pictures how I use switches (built-in installer command line options) to direct Blender to install for all users /quietly (without displaying the window to the end user).



And here you can see I am using the built-in Product code to detect that it is installed on the system.



Between these last 2 screens, I can ensure that the software is installed correctly for every user on the system, without disrupting classes. The last part of this is monitoring the installations and going through install logs to see what, if any, errors may have occurred. This is the essence of application building and testing.

Finally, the Computer deployments. We currently operate on a 4-year replacement cycle, so one of the tasks we do during the summer is to replace older computers with

newer hardware. During this process, we are checking for any inconsistencies and potential issues that might occur. Since multiple people use the systems, we must ensure that everything on the computer functions the same, no matter who is logged in (some exceptions apply). Once the computer has been replaced, we image (install an educational version of Windows with specific applications attached and specific system configurations) the computer with the current year's task sequence (how we direct SCCM to install the specific things needed) and then follow up with updates and classroom application testing. Depending on the classroom configuration, we test audio, video, recording, and other aspects as needed. These checks ensure that our computers are working as expected.

Overall, the first 50 hours of my internship were more of the same that I have been doing for a while now. On a day-to-day basis, my objectives might have changed, but in general, this is what I did. Going forward, my objective is to obtain more knowledge outside my current realm, thus obtaining practical experience as I was initially planning.