Justin Prosser

University of Richmond

Reflection Paper # 2

Date: 06/10/2025

ODU Summer 2025

Professor Teresa Duvall

TA Ashley Robinson

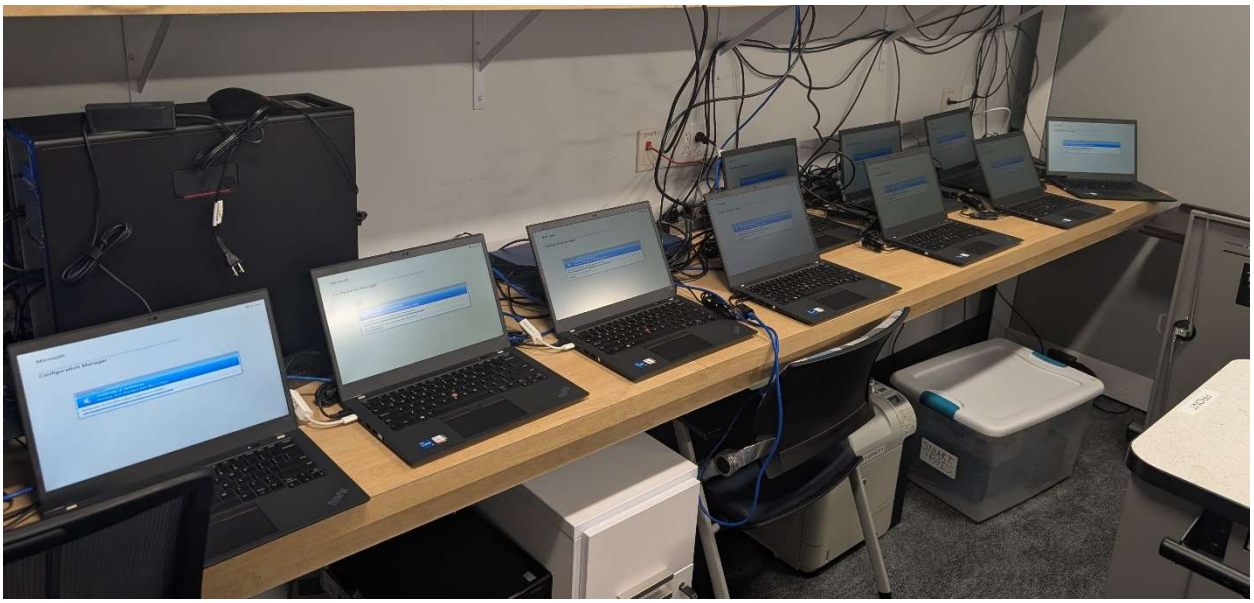
Internship Reflection Paper

Second 50 Hours

The Second 50 hours of my internship have been a continuation of what I started last session. From the week after school ends until the week before it starts, my team goes around the entire campus and update/ replace computers on a 4-year rotation cycle. That amounts to roughly 1000 computers with various operating systems (Windows, MacOS, Ubuntu) that need to be touched on a yearly basis. A lot of prep work has already gone into this but since most of that happened before the internship started, I won't talk about it much. The Main objectives that I achieved this session was more classroom replacements/ reimaging's, starting a plan for student patch management and more administrative work.

As stated above, we have a lot of work we must complete in a short amount of time. Typically, our workflow is to go from building to building in an expanding circle from our main office, but it can be a bit haphazard than that. There are multiple factors that must be

considered when handling classroom computers. These are availability, usage needs, time frame, etc. For example, one of the areas I am personally responsible for has summer research going on. Due to this, we cannot refresh those computers until that research is complete as we cannot afford to be down for a day or 2 and they need the software on the computers for that research. We are investigating solutions like the ODU Move remote computers to help with these needs but one thing you quickly learn in technology is that no 2 tech stacks are quite the same. With that said, here is a messy picture of the organized chaos that is our summer.



One thing you quickly learn is no space is sacred when it comes to throughput. The more computers we can do at once, the quicker each section will be done (baring network blips and other issues). In the setup above, we can do about 10 laptops at a time. When you are dealing with 50 laptops, that means it will only take 5 sessions to complete these laptop carts (again, barring issues). I could fit more if I was willing to take down my testing/ development machines, but I need those for application testing and other use cases.

One of the suggestions that was made when I broached this internship was the idea of patch management. Specifically, the idea of using student workers to manually go around campus, turning on computers, and making sure they get patched. There are several issues with this idea so one of the things I did with a coworker was brainstorming all the possible pitfalls and other issues we'd need to avoid as to make this idea into a possible reality. For example, what type of permissions the student would need, how about room and computer availability, what are reasonable expectations (are we talking about all 1000+ computers or just those that are more susceptible to not getting patched), etc. In an "ideal world," SCCM would do its job and patch all the systems reliably and effectively. In the real world, there are so many factors that can continue to contribute to patching hiccups and failures. Hence the idea of manually having someone dedicated to this task.

My final task was to organize a timeline for all parties involved in my internship of how I want to complete internship hours while not affecting my main work. Ideally, I would complete 100 hours in each section so I can gain valuable experience. The problem is going to be the "not affecting my work" bit. We will see how things fall out, but my goals are still the same, even if how I do the task will become more fluid.

Overall, the second 50 hours of my internship was a continuation of what I started in the previous week. Based on my timeline plan, my third 50-hour stint will hopefully be networking focused. This will allow me to start diversifying and gain valuable experience.