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Reflection Paper #6

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## Internship Reflection Paper

## Sixth 50 Hours

**The Sixth 50-hour stint** was the culmination of what I had hoped to achieve! While I will need to do a postmortem with the interested parties, these past few weeks have been the most dedicated weeks to learning new skills and refining earlier lessons. I was able to get enough permissions to officially start mailbox migrations, I learned several different investigation techniques, and I learned how to set up UPS network cards. Since I had the time to dedicate to other responsibilities, this became the most explosive stint of the entire summer. In addition, I've realized how complex the organization can be, and I only scratched the surface.

To start off with, I officially got permission/ privileges to start the shared mailbox migrations. I "had" them, but I also didn't at the same time. Once I was mostly able to complete the tasks assigned to me, I made a spreadsheet and started going through all our public folders. Due to my constraints, I quickly decided that I didn't want to tackle

massive/ active folders. I didn't want to be the one who accidentally deleted all the athletic department's emails, for example. Before you panic, my task was to **copy** emails from the public folder into the new shared mailbox that I created for this purpose and then mark the public folder for future deletion (aka called it old). I had to use my best judgment and merge things (like contacts and calendars) into the same shared mailbox. I also had to assign permissions and enable certain features. With all this in mind, I reviewed the public folders and successfully emailed and migrated a handful of them. It was nerve-racking, I learned a lot about the *convoluted* nature of Outlook on multiple operating systems (including the Outlook Web App), and I put a dent in the massive public folder project.

Another fun project I got to do was set up network cards for UPS systems. The main purpose of these cards is to alert network personnel that a particular system is down. For this, I got introduced to both PuTTY and the Network Management Card (NMC) command line interface (CLI). I am glad I have become proficient in CLI because navigation on the NMC was intuitive (with some "fun" quirks, like not backspacing during password input). My main task was to swap out the older network cards for the new ones. I sorted the application version and, using the commands I was provided, I quickly applied all the attributes. I also took it as a learning opportunity and tried to learn what some of the other commands were. This came in handy for my latest batch, mainly because there is a UI portion that we must configure. Knowing the configuration changes we needed to make, I updated the initial commands list with most of the UI customizations to make the process easier. I am excited to see how well it works out.

Finally, I developed a new routine so I could handle the 3 different sets of responsibilities. Since Investigations took some time, I would clear out the previous night's investigations. Since I was still somewhat hampered by imperfect permissions, some investigations took longer than others. Once that was clear, I would work on miscellaneous tasks since the majority of my summer refreshments were completed. During the afternoon, I started work on going through the old public folders. I also set up Firefox container tabs to help separate the three realms of responsibility. Finally, I created new inbox folders to keep track of investigations and some rules to filter the low-level alerts to this folder.  In essence, I was able to mostly keep things in their containers with... mild overlap (and unforeseen behaviors.

Overall, my sixth fifty-hour stint was everything I had hoped this internship would be. I started peeling back the layers of Information technology and have a better appreciation of things. I developed new skills and mindsets that I can use in the future. I also, once again, have proved to myself and others that I am extremely capable. I am glad I challenged myself this way.