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Cybersecurity Internship


**Reflection Paper 1**

I started my internship at Old Dominion University in the Network Services Group, serving as an Internet of Things (IoT) Specialist. This role has given me the opportunity to work on a variety of projects related to the university's IT infrastructure. Recently, I began working on electronic access control tickets, which involve installing card readers and configuring the necessary software to manage building access securely. In addition to granting patrons access to those readers.

The university has recently transitioned to a new system that uses mobile credentials, allowing faculty, staff, and students to access buildings using their smartphones. While this shift promises greater convenience and security, we are still in the process of ensuring that everyone can effectively use the new system.

One of the challenges I have encountered is that many faculty and staff members are accustomed to physical access cards. These traditional methods have been in place for years, and adapting to mobile credentials requires a period of adjustment for some. It's become clear to me that when a large organization like a university implements a significant change in technology, it takes time for everyone to get on board. The process requires patience, support, and consistent communication to ensure a smooth transition for all users.

As part of my role, I've learned to troubleshoot access issues, provide support to faculty and staff, and help them embrace the new technology. This experience has been invaluable in

understanding not only the technical aspects of electronic access control systems but also the human element involved in technological change.