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Reflection Paper 2

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Internship Reflection Paper

First 50 Hours

Working as an IT intern with UJFT Community Campus for 50 hours has given me a great experience of what an IT specialist is checking for and looking at every single day in the work environment. This internship has granted me access to tools such as Microsoft 365 Defender, Microsoft Intune, Atera, and Jira. They told me that I was able to investigate within all of these tools to look at their features. I was able to look at a lot of vulnerabilities that were present in their policies. Microsoft 365 Defender offers a vulnerability score which shows how susceptible the organization is to cyber threats. Their vulnerability score was decent, but can definitely be improved. My supervisor said that it will be my job to look into these vulnerabilities and come up with plans and policies that will improve their score, with guidance and approval of course.

One project that they had me complete already was looking into the security controls present in the environment. The purpose of the project was to identify and understand basic security controls. These controls include access control, multifactor authentication, endpoint protection, patch management, backup and recovery, network security controls, logging and monitoring, security awareness and training, and physical security controls. Stating what the control does and why it is important. I was also tasked to note what controls heavily depend on

user behavior, where multiple controls work together to reduce risk, and any gaps or improvements that can be made. Another project I was to work on was to improve their password policy. The two improvements that were focused on in this project were to enforce a password history to 24 or more passwords and set a minimum password age to 1 or more days. I was to explain why these changes were important and to outline the process I would follow to enable and enforce this policy. The third project I was tasked to do in my first 50 hours was to investigate an application that was not being updated when they should be automatically updated. This task had me look at specific devices in the software Atera and see why those applications would not update automatically. I found that two of them were laptops that were not signed in for a while, meaning they won't update. For the third device I investigated, I was able to see that the user had left the office for about a week and that is why they hadn't received the patch yet.

The value of developing hands-on experience with security tools within an ITIL-aligned service management environment has been the most emphasized thing I've learned within this 50 hours. This 50 hours has really given me the experience of how these tools can be used in a real job scenario. I was actually able to look into policies, updates, and applications that were on devices in the environment. I was able to actually investigate the versions and history of the applications on each device as well as see when was the last time a user logged into that device. The software also lets me see the specific user that usually uses the device, so that if there is a problem I am able to speak with them or see what they've been doing.

Another value that has been emphasized during this 50 hours is applying cybersecurity principles in a real operational environment across various stages of IT support. During this 50 hours specifically I was able to apply my knowledge of vulnerabilities and how to negate them as well as strengthening the password policies that they had set in place. Of course I have learned about this in the courses that I have taken, but actually seeing the problem and being able to fix it is completely different.

Overall, the first 50 hours have been very educational and I am enjoying it a lot. I really do like learning about all of the things that I am learning about as well as completing the projects that I have written about in this reflection. On top of that, my supervisor and his coworkers have been very helpful in explaining how things work in a professional environment and I feel like I can learn a lot of information from them. I am thrilled to be able to take advantage of the opportunity and knowledge that I have experienced. I am excited for the work that is to come in the next 50 hours.