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Reflection #3

During this stage of my internship at the Mid-Atlantic Regional Maintenance Center, I have continued learning how information systems support a large organization every day. I still spend time maintaining SharePoint sites and helping users with access issues, but this part of my internship has stood out because I have taken on more work involving Power BI, PMS Viewer tickets, and learning Power Apps. These responsibilities have shown me that IT work is not just about fixing problems. A lot of it is also about improving processes, organizing information, and making systems easier for people to use.

One of the biggest areas of growth for me has been working with Power BI. I have started building and improving tools that help users and leadership see information in a clearer way. One project I have been involved in is helping create a SharePoint page and Power BI solution that lets new personnel track where they are in the onboarding process at the command. I think this project matters because it focuses directly on the user experience. When new people arrive, there are many steps they have to complete, and it is easy for them to lose track of where they are in the process. Creating something that gives them better visibility can save time and make onboarding smoother.

Working with Power BI has also helped me think differently about data. In school, I usually think about data in terms of databases, security, and system design. At work, I am seeing how information can be turned into dashboards and visuals that help people understand what is

going on much faster. I have also taken over existing models and fixed bugs so they can continue working the way they are supposed to. That has been a good learning experience because it showed me that in a real job you often step into systems that already exist, figure out what is wrong, and improve them without disrupting the people who depend on them.

Another major part of my work has been handling PMS Viewer access requests and ticket support. This month I completed 50 tickets, and much of that work involved helping users get the access they needed. Tyler Johnson and I have also been handling PMS Viewer access control for many users in C200 and C900, along with requests from outside commands. We dealt with over 400 requests for PMS Viewer access. That showed me how important access management is in a command environment. It is more than just approving a request. You have to make sure the request is correct, the user actually needs the access, and everything is handled in a way that supports operations without creating security problems.

Another responsibility that has become important in my role is auditing for Personally Identifiable Information, or PII. Every 90 days our SharePoint team has to submit a PII audit to PEO Digital to make sure our sites do not contain exposed sensitive information. This month I audited both our Shared Area and the PII Site. Since the Shared Area is so large and so many people have access to it, I also plan to start doing my own weekly checks before the next audit in June. This has made me more aware of how easy it is for small mistakes to turn into bigger security issues. It has taught me that security is not just about reacting to incidents. A lot of it is preventative work.

I have also started learning more about Power Apps, and that has been another important part of this period of my internship. I am still early in the learning process, but I can already tell it is a valuable skill. Power Apps can be used to create tools that fit the command's needs instead of forcing every process into the same format. Between SharePoint, Power BI, and Power Apps,

I am starting to see how these Microsoft tools connect together and support both users and leadership.

Overall, this stage of my internship has helped me grow in ways that feel more advanced than when I first started. I am still learning the daily responsibilities of supporting a large command, but I am also contributing to projects that improve visibility, strengthen access control, and support better information management. Power BI, PMS Viewer ticket work, PII auditing, and learning Power Apps have all helped me build confidence and gain experience that connects directly to my future career. After completing 150 hours of my internship, I can say this experience has been meaningful because it has helped me build technical skills while also showing me how much detail, patience, and responsibility this kind of work requires.