

Kerina Drummond
July 7, 2025
Professor Duvall
CYSE 368

Reflection Paper #2

BLUF: This reflection paper outlines the events that have occurred over the past 100 hours of my current summer internship, which have had a significant impact on my learning and strengthened my knowledge in both cybersecurity and IT.

Recap

This summer, I've been interning with Old Dominion University's Information Technology Services Department, specifically with the DSG ACAD group. This team mainly handles hardware and software tasks like device re-enrollment, managing out-of-warranty equipment, setting up new devices, troubleshooting (both remotely and in person), and securely wiping hard drives. I've had the chance to apply what I've learned in real situations—taking tickets, connecting lab equipment, and using our knowledge base system (KBs). These hands-on experiences have helped me improve my technical skills and understand how IT works on a larger scale at a university.

First Ticket

During my internship, I've worked closely with my supervisors and coworkers on tickets for ODU staff and students. Recently, I got the chance to handle my own ticket from start to finish. I used the ticketing system to log everything, including the caller's name, assignment group, a description of the issue, how the request came in, how urgent it was, the type of request, device info, work notes, and customer notes.

This ticket was for someone named Jim Lyden. I filled out all the needed info to help get his office device reconfigured. The ticket came to our department from the help desk, and I took it from there. I followed up with Mr. Lyden, scheduled a time to download his backup files, and then returned to our lab to set up a new device. While setting it up, I created another ticket to make sure the old device was removed from Apple School Manager and Jamf, and the new one was properly entered into our system. Working on this ticket helped me apply what I've been learning and gave me a better understanding of how ODU devices are managed. It also gave me a chance to improve my customer service skills.

Lab Connections

My supervisor Spencer brought me along on a ticket where he showed me how to connect lab devices. We were working in the VAB building to connect all the static lab machines to the LabODU network because they weren't connected to Wi-Fi. This lab didn't have Ethernet ports, so we had to get creative and use different policies and KB articles to figure it out. I liked this ticket a lot because I got to troubleshoot multiple devices and learn how to push policies to them to solve the problem.

Knowledge Base (KB)

The knowledge base is where we store all of our how-to guides and walkthroughs. These KB articles are regularly updated by ITS staff so others can refer to them later. For example, I used article KB0012364 when working on the lab network ticket. The KB system makes it easier to

handle ODU devices because the instructions are usually clear, and the harder tasks include pictures, which really help get the job done.

Conclusion

After spending over 100 hours working in ODU's ITS Department, I've learned a lot. Everything I've done so far is going to help me down the line in my tech career. My supervisors are great at walking me through tasks and making sure I understand what I'm doing. I'm excited to hit the next 50 hours and see what else I'll learn. If there's one thing this internship has shown me, it's that technology never stops changing, there's always something new to figure out/troubleshoot.