Kailia Tomas
CYSE368

Reflection 3

        This job has been on challenging things that I have done. My last job there were a lot of teams that did different things such as ,software and patching team and a linux team but the internship that I have now only has one team of system administrators and we do all the enterprise maintenance for the network.

        The most important thing that I have learned and the most important that can translate to any job is the patching done on a lot of different software and the daily checks that need to be done everyday in order to get ahead of the customer and to not have any down time. The daily checks that I do are specialized software checks and that is where I verify if the servers are up, if the servers have enough space to do what it needs to do well. If the drive runs out of space then it moves very slowly and is almost unable to use. There was one software that a portion of it went down almost everyday and when that went down they were unable to query searches and that caused downtime. I also checked to make sure that the backup jobs were completed. The backups are almost like checkpoints for servers and there are sometimes that we need to back up a server when we know that it is up and running. One of the challenges that I have at this internship is that a lot of things are not documented and tribal knowledge, which is hard to do because a lot of people do things differently than one another. I have started to take notes and try to organize and disperse them, so people can edit and then use and have everything uniform. The things that I am learning are helping toward my learning objectives because of the type of work that we are doing. Updating software is keeping me up to date with cybersecurity scans that we have to do on servers and workstations.

The other thing that I learned is updating software which is way harder than the workstation update. I have learned that with the type of software that we use to monitor it has three different types of updates that need to be done in order for other updates to work. It takes a long time and there is a possibility that it will not work and then you have to start all over.