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Reflection Paper 1

Date: 6/13/2025

ODU Summer 2025

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Internship Reflection Paper

First 50 Hours

Working as an Information Systems Intern for 50 hours has given me insight into the inner workings of the technology and security measures utilized within the industry. I was lucky enough to sit in on a high-level meeting that consisted of my supervisor, the Director of Information Systems, delivering a presentation to his boss, the CFO and Director of the House Business Office. The purpose of the meeting was to inform about the future projects and plans of the Information Systems department, the progress on current projects, statistics concerning the department compared to the industry's benchmark, and finally proposals on courses of action to take concerning the method of implementation with other specific plans. Examples of the statistics provided include the number of attacks mitigated, how many instances of malware breached, time it takes to react to attacks, time to contain, and time to neutralize, to name a few.

The experience I was able to garner from witnessing a meeting like this as an intern was invaluable. It provided me insight into the conduct of my superiors (and my superior's superiors), how to better deliver speeches and construct presentations, and how my workplace compares to other IT departments. Seeing a real-life example of a GAP analysis helped give me

perspective. According to the industry averages, my workplace is mostly ahead of the curve or meeting the benchmark; this motivates me to pay extra attention to how things work here, since it clearly works.

The value of networking and critical thinking are the most important things I've learned from my seniors while working. One senior of mine in particular that works at the help desks emphasizes the importance of friendliness and connecting with others in order to elevate oneself, simply because you never know when or where they will be able to assist you. Critical thinking is another important skill that is continuously being mentioned as important in the field, since there is only so much that textbook knowledge can do for you when you're actually doing work that requires hands-on experience.

In addition to work, I've been primarily shadowing several network analysts and seeing how they conduct their work. They take the time out of their busy workdays to teach me things here and there, particularly about resources that I'm likely to utilize as a cybersecurity major; these include Microsoft Defender, Microsoft Purview, Tenable, Zabbix, Intune, among other things. By the same token, I've been shown some that are likely to be phased out/whose implementation should be avoided, such as Arcserve. They have also shown me the in-person methods of security that are used to store data and link systems, such as the datacenter, closets, and physical backup storage

During my time at the House of Representatives I am also given the privilege of utilizing Stormwind to further my education on topics relevant to my internship and major. Stormwind is a website that provides courses for certifications and coding languages and whatnot, normally requiring payment of which I am exempt. Currently, I'm working on CompTIA Security+ (SY0-

701) Part A. I was tempted to pursue A+ first but after learning from my seniors that Security+ doesn't rely on knowledge from A+ to learn, I opted to take the route more suited to my major.

Overall, the first 50 hours have been extremely helpful towards personal development and learning more about topics related to cybersecurity. Seeing the things I've read about enacted in person helped give me more insight into what I'm truly studying. Most notable are the skills that will help me regardless of what discipline I happen to be pursuing, such as interpersonal communication and networking skills. I haven't had any opportunities to tackle any networking issues myself, supervision or not, but in the coming weeks I'm told I will be able to get more hands-on experience in that department.