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Reflection Paper 2

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Internship Reflection Paper

Second 50 Hours

I missed a few days of work at the office due to falling ill for a little over a week, even now the cough is persisting; it's really not fun being in a debilitating state while so far away from home. The experience, however, taught me a few things. I learned about the recourse of staying home sick, like falling behind on projects (although I am not personally involved in them currently, but I do tag along as the network analysts resolve them and hear many details on those subjects), taking the loss of pay, and experiencing the weight of guilt over missing out on making the most of the opportunity presented to me, being the internship as a whole. Illness is also the reason why this paper is being submitted on the last possible day due to my being set back two workdays worth of hours put in for the course.

In addition to facing the hard reality of taking unpaid sick days in a career-driven workspace, I also faced an even harsher truth: taxes. My supervisor showed me my pay stub

from my first full two weeks after I asked about it, and seeing the number that was taken off was pretty brutal. I expected a chunk to be taken off, but not that large an amount.

I recently began being integrated into more of the operations here, such as reimaging laptops and maintaining application overview worksheets. The process for reimaging laptops is fairly simple, at least on the user support side. It used to be very involved and had a lot more steps, but now all it takes is logging in as an administrator account, running PowerShell as administrator, and then using the migall command. The network analyst side of the operation is a little bit more complex and involves deleting the device off of numerous applications, such as Configuration Manager or Intune, before re-adding after the wipe. After it's cleared, user support can then log back in and run migall /wipe and then remove the files from the device before backing up all of the necessary internal stuff like housenet here.

The application overview worksheets I am just beginning today, but it looks like it should just be updating a spreadsheet to display the current versions of applications that are being utilized, as well as removing/adding applications as needed. Most of the compiling was already done by my coworker who I was assigned to work on it with today, but the processes he underwent are more than likely going to be explained to me before I then do what I was assigned to do.

Most of what I do here hasn't changed since the first 50 hours unfortunately, aside from a few simple supervised vulnerability mitigation tasks on Tenable that involved active directory and reassigning permissions. I also tagged along with one of the network analysts to fix a badge scanner issue within multifunction printers; the scanners would hold the "keys" a little too long during the input process of the badge scanning, resulting in a digit being omitted with random people at random intervals. The randomness of the issue's occurrence made it difficult to pinpoint the source of the problem; it was apparently a 4-month long endeavor figuring it out.

Another interesting tag-along I did was go to the Capitol building's main closet with my coworker and flip a switch on a rack that was installed upside down for some reason. During that, he showed me how he connects directly to the switch with his laptop and uses software called Putty to see and alter the details and code on the switch.

Overall, the second 50 hours were, for the most part, nearly identical to the first. My second 50 hours have included more trips along with coworkers as they solve problems and the beginning of me getting actual supervised hands-on experience with certain tasks. In the coming days/weeks I am also going to be working on a project that involves a lot of active directory and creating/reassigning permissions in a more easily manageable way.