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Michigan House of Representatives Information Systems Department

Reflection Paper 3

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Professor Teresa Duvall

TA Ashley Robinson

Internship Reflection Paper

Third 50 Hours

Laptop reimaging has become a primary task for me in the office at this point, hopping between the user support team and the network analysts to see both sides of the process. On the user support side, I just have to log in with the TestIS account and run PowerShell as administrator, then input the migall command. After that's done, a notification pops up for the network analysts that lists the laptops' details to allow them to properly delete it from Intune, screen connect, active directory, and configuration manager. Occasionally, there have been issues with the process that led to the laptops requiring a PXE boot to access them.

Similarly, I've recently been tasked with reimaging desktops, but it's really just updating them all without wiping any of the credentials. The regular reimaging process doesn't apply to them since the desktops aren't registered in Entra, and that would take longer to set up. The process is simple, though, since all I have to do is plug in a few USBs, the ethernet cable, a USB-C charger, and the power cable.

Another duty I have recently been partially adopting is aiding the user support team with handling some tickets that require leaving the office. One such occasion involved accompanying my coworker with a ticket that involved a sergeant's laptop not connecting to his monitor, which was displaying nothing but black. After messing with the monitor settings, we just hard reset the laptop by holding the power button for 40 seconds and letting it reboot, which fixed the issue. Another incident just had me follow these two guys who were working on fixing a copier on a different floor; I just had to use my ID card to give them access to the office space it was in and sit there while they did their thing, which took like 2-3 hours unfortunately. A different coworker in the user support team showed me the processes he underwent when he was charged with making alterations to the housenet homepage with its prod & dev sides and HTMLcode.

The application overview worksheet I touched on in my last paper has been worked on quite a bit since, and on my end just involves altering old pathways and sitenames to their current forms while the head of the network analyst team goes back and verifies what I change and instructs me what else needs to be altered. Progress has been slow, though, since he's frequently been out of the office whenever I'm in.

Aside from work, there have recently been many opportunities to connect with my coworkers; I believe that quite a few of them are my friends and it saddens me to think that after this internship I'll be returning to Virginia and losing almost all contact with all of them. One such occasion was the office potluck, where about half the office brought food and played games, which I provided. I'm something of a picky eater, but I tried a new Portuguese rice dish with pork that was very good, as well as some meatballs and pigs in a blanket. Additionally, there is a farmer's market in front of the capitol building today, which I attended with some coworkers for lunch and these extremely good apple cider donuts. Lastly on the topic of

coworker bonding, we have a smash tournament after work hours scheduled for Thursday with

quite a few of us, which should be fun and is meant to serve as a kind of send-off for me.