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Journal Entry #3

Throughout my adventure at Atlantic Bay Mortgage Group (ABMG), I have officially completed over 150 hours inside their Information Technology department. As previously stated, I have moved from their infrastructure team and transitioned into their customer support team. IT customer support focuses on internal IT support for all employees throughout the company. This being my first week in this new area, I have not fully grasped everything that IT CS has to offer, however, I definitely gained a general overview.

Staying consistent with our Windows Environment (AD, PowerBI, Azure, etc.) ABMG utilizes Microsoft's CRM (Customer Relationship Management) application called Dynamics that allows IT to collect, track, and resolve issues from internal employees. Employees reach out to our internal IT support email address whenever they have any problems. This includes a wide variety of issues from hardware to proprietary software. This email system creates a new ticket from the initial email and forwards them to our IT CS Dynamics dashboard. Then, a coordinator funnels those IT tickets down to a specific IT individual for them to resolve. During this process, IT CS will contact those individuals, gather more information, and troubleshoot the problem. Once the problem is resolved and the employee is satisfied, tickets become closed, and the process continues.

Due to the constraints of what I am allowed to publicly share regarding real-life issues the IT department resolves at ABMG, I provided a sample of how Microsoft Dynamics looks like. Tickets are objects that contain tons of different attributes tied to them. Each ticket has a unique identifier, a point of contact, a progress status, notes, and much more that provides information about the specific issue. Dynamics is the main application IT CS uses and plays a significant role in supporting operations at ABMG. As I continue to learn new things every day, ABMG has given me the opportunity to gain hands-on experience that no education could have provided, and I am very thankful for working alongside them.