

Journal Entry #1

Starting my journey at Atlantic Bay Mortgage Group (ABMG) as their new Information Technology intern, I transitioned from working retail into an office environment. Within my first 50 hours at ABMG, I felt out of place, as I was not used to working at a computer screen for a long duration of time. However, this feeling quickly dispersed as I got more familiar with the people, location, and the office environment. As an intern, I onboarded like a normal employee and did numerous training modules about the loan process, mortgage regulations/laws, and professional conduct inside the office. This being something I am already familiar with, it was not difficult, just time consuming. For my first 5 weeks of my internship, I will be continuing to work with the build/infrastructure team that focuses on 4 main objectives: New Hires, Departures, On-Site/Remote support, and inventory.

“New Hires” focuses on building out technology equipment for newly hired employees at ABMG. In this process, we supply the adequate equipment and work inside Active Directory to enable access to our platform. On the hardware side, we supply monitors, cables, laptops, and docking stations depending on if the employee is on-site or remote. On the backend, our team creates a new user account in the Active Directory, edits their attributes, and gives them access to their applications on a need-to-know basis. This process is important, as we want to give the user their needed applications or permissions to complete their job without giving them too much access to our infrastructure. There are numerous checklists and documents that need to be completed as ABMG onboards new employees with their equipment.

Departures are the exact opposite of “New Hires” as it focuses on employees leaving the company. Depending on the type of departure depends on the actions needed. For example, an employee who may get fired from ABMG will require more urgent tasks to be completed, as the likelihood of a disgruntled employee causing a revenge attack may increase. In this case, ABMG prioritizes urgent tasks to revoke the employees FOB and Active Directory access. On more positive departures, we ensure that all equipment that was given to the employee gets returned and their permissions revoked as per their two-week notice.

While over 90% of employees work remote from home, a substantial portion of employees still work on-site at the office. In this case, equipment may fail or need to be replaced. Our job focuses on troubleshooting, diagnosing, and repairing equipment as needed to support on-site operations. Through a ticketing system, requests come in through our internal system to alert our team about technological issues inside the office. As mentioned previously, most employees work from home. Therefore, a big process in this objective involves packaging and shipping equipment directly to the employee’s house. There is a constant flow of packages that come and go all day, every day, to retrieve and give equipment as needed.

Inventory is also a big part of our team, as we want to ensure that we have the necessary equipment on demand. Through a custom application, we track all of our technology through our own asset tags, serial numbers, and model numbers. This ensures we track what

LUKE DUNK
5/22/2024
PROF. DUVALL

equipment is going out or coming back in. It is important to note that the inventory is constantly being updated in each objective. Without our inventory, we would not be able to process new hires, departures, or on-site requests.

