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CYSE 368

Reflection #5

### Internship Reflection 5

During the fifth 50 hours of my internship, I had the opportunity to engage in diverse and complex tasks, each offering valuable learning experiences. One of the significant projects involved helping a client set up a portal for employee logins using open-source software. Our team was responsible for conducting a thorough vulnerability scan and reviewing the open-source code to ensure the portal's security. The vulnerability scan results were clean, which was reassuring. We also tested the software in a virtual machine (VM) environment to confirm its functionality before deploying it live. This process showed the importance of security measures and thorough testing in software deployment.

Another major focus during this period was an ERP rollout for a client using SAP, a popular ERP software. I attended several meetings and shadowed the SAP architect to gain hands-on experience with ERP software. This exposure highlighted the challenges of implementing such a comprehensive and complex system. SAP's complexity and its integral role in streamlining various business processes became evident through these sessions, offering me a deeper understanding of ERP systems.

Additionally, we faced a significant challenge due to a worldwide Microsoft outage. This outage affected one of our biggest clients with 130 offices around the United States. Almost every office experienced the "Blue Screen of Death," causing widespread disruption. Our team

worked to reboot the machines and servers in safe mode and delete the problematic file. While most systems were restored to normal operation, some outages persisted. This experience was a good reminder of the critical importance of disaster recovery plans and quick response to minimizing downtime and maintaining business continuity.