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CYSE 368

Reflection #6

<div align="center">Internship Reflection 6</div>

The final 50 hours of my internship were somewhat less eventful than the previous period, but they were still highly rewarding and educational. During this time, our primary focus was on enhancing email security for our clients by setting up DMARC, DKIM, and SPF protocols. For clients already using these protocols, we transitioned them to DMARCLY, a service that my boss favors due to its competitive pricing compared to other providers.

One of my key responsibilities was communicating with DMARCLY customer support to facilitate the setup of accounts. My boss preferred a single account to oversee all our clients' email security, which required discussions and coordination with DMARCLY representatives. Although I still find DMARC technology somewhat confusing, I am gradually getting the hang of it. Understanding this technology is crucial because securing business emails is a fundamental aspect of IT security.

In addition to email security, we were engaged in a project with Resultant, a company one of our clients wants to use for a business intelligence (BI) dashboard. My task was to revise our third-party vendor questionnaire to ensure it was suitable for the project's requirements. After Resultant completed the questionnaire, we held a meeting with their team to review it and ensure all security measures were appropriately addressed, as they would be accessing our client's IT system databases.

Lastly, we organized a roundtable meeting with our clients and their associates. This meeting included participants from various departments, not just IT professionals. We discussed several IT security scenarios and conducted training sessions on how to respond effectively. This was particularly beneficial for non-IT professionals, as it provided them with valuable insights on how to maintain security. For example, we educated them on identifying phishing emails and other common threats.