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Bayport Credit Union, Cybersecurity Internship

Reflection Paper 3

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For the last portion of my internship, I was tasked with replacing all of the PCs at one of Bayport's branches. All PCs at the Credit Union have a three year life cycle. Our PCs are on this life cycle primarily because technology advances at a rapid pace which makes computers, especially at a large business like Bayport, outdated in terms of performance, compatibility, and security which can lead to cyber threats and potential productivity issues. Overall, PC refreshes ensure that devices are able to support day-to-day operations, work functions, and the security of the Credit Union.

The process of the PC refresh began with imaging the PCs for the branch refresh. When imaging a computer, you are essentially capturing a computer's operating system, applications, settings, and data and then installing it on another computer. The branch's current computers, before the refresh, were on Windows 10, so I updated all of the new computers to Windows 11. I did this because after doing some research I found that the new windows 11 security features provide a more modern, secure, and efficient computing experience with enhanced features and security protocols. After imaging these PCs and getting them connected to Bayport's network I had to remote into each individual computer and remove bloatware and whitelist websites so employees do not access websites that are not affiliated with Bayport.

After completing the PC refresh and getting feedback from the employees at the branch, we found that this refresh improved employee productivity, showed better compatibility with modern software and all in all provided a more positive employee experience.