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Bayport Credit Union, Cyber Security Internship

Reflection paper 1

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The first half of my internship with Bayport consisted of researching a remote server that gives those who work in IT the ability to remotely connect to Laptops that the Credit Union issues to employees. This is one of the most fundamental servers for the IT department as this allows for remote troubleshooting rather than having end users commute for on site troubleshooting.

My supervisor asked me to do some research on this remote server and identify vulnerabilities that pose a risk to the Credit Union. Additionally, I was asked to propose possible solutions that can address these vulnerabilities. Some of the problems areas that I identified included laptops not having the appropriate software installed on their devices which is compatible with this remote server, laptops not getting the daily patch status checks (which checks for windows updates and potential viruses), and laptops not being powered on which results in those devices not getting updates. I proposed a solution to my supervisor which entailed me drafting up a list of laptops in the Credit Union that are susceptible to cyber criminals. I then suggested that I go visit the end users who are in possession of these laptops so I can install the correct software so that it is compatible with Bayport's remote server, ensure the laptops are up to date, and verify if the laptops need to be replaced or not.

This research gave me a great amount of insight on how businesses are able to access laptops or even PCs using a remote desktop tool or software application. These remote desktop tools allow users to control a computer remotely over the internet, as if they were sitting in front of it. My intention is to make the remote server that Bayport utilizes more efficient by addressing areas of improvement that have gone unnoticed.