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Bayport Credit Union, Cyber Security Internship

Reflection Paper 2

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For the next 50 hours of my internship, my main responsibility was to focus on updating the remote software agent that is installed on all of the Off-Net and Remote Laptops in the Credit Union. The software that IT uses to remotely monitor the Laptops that belong to the Credit Union is called Remote Monitoring and Management (RMM). It is imperative that all of our Laptops have the latest agent version installed on their Laptops so that we are able to monitor device health, proactively address any issues that may arise, and perform IT management tasks. To get all of the Laptops updated to the latest agent version, I had to manually push the update to each individual Laptop that belongs to the Credit Union.

My supervisor and I also discussed some of the risks that stem from this remote monitoring and management tool. A couple of things that we discussed included incomplete monitoring and ineffective vulnerability management. These two risks are the leading causes as to why we are going to steer away from RMM in the future and explore a different operating system called IGel. This system prioritizes security for endpoints in a work-from-anywhere environment and it is built to reduce the risk of cyber attacks and ransomware. The next task that I was assigned includes researching IGel and comparing it to the remote monitoring and management software that we currently use. I will install IGel on my Off-Net and Remote devices to test and ensure that this new system is secure and meets the Credit Unions needs.