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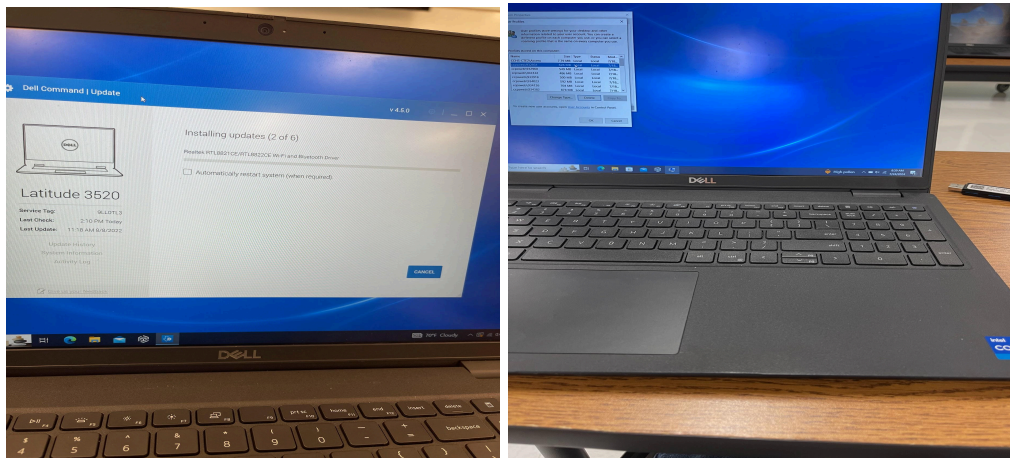
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Reflection Paper 6

For the final two weeks of my internship, we have been going between Culpeper High School and Eastern View High School to update the Windows laptops. We also installed several Dell drivers, cybersecurity software, student monitoring software, and testing software for the students. Each laptop also needs to have the user profiles cleared for optimization and better overall storage use. These laptops would require a USB storage device to download the software and log in via local admin. However, we faced some issues during our task.

The laptops needed a lot of troubleshooting to complete the process and ensure they were ready for the students when the school year started. Most of the notebooks either needed the software to be updated or needed software uninstalled and redownloaded. I also noticed that the computers would get sluggish when I installed the software and updates. After realizing this, I looked into the task manager and saw that the CPU ran at a constant 100%. I then realized that the cybersecurity software was the cause of this, so I ensured that my other coworkers were aware of this and should save that software for last.



As we completed more devices, I realized that, due to the nature of the task, I would be more inclined to complete it daily. This was because I enjoy troubleshooting and problem-solving rather than carrying out tasks on repeat. Part of the reason I enjoyed working at my internship was how dynamic the workload and environment were. It explains why my two favorite things to do during the internship were hardware repairs and Windows troubleshooting.