

## **Cybersecurity Internship Final Paper**

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## Table of Contents

- Introduction
  - Objectives of Internship
  - Overview of paper
- Beginning of Internship
  - Type of business/organization
  - Details of orientation and training
  - Learning outcomes, I hope to achieve.
- Major Work Duties
  - Description of tasks and projects
  - Importance to Business
  - Reflection of my job experience every 50 hours.
- Use of Cybersecurity Skills
  - Prior Knowledge and Learning on the job.
  - Impact on Understanding
- Connection with ODU Curriculum
  - Preparation from School
  - Connection with School Learning
  - New Concepts or Skills
- Fulfillment of Internship Goals
  - Achievement of Objectives
  - Motivating aspects of Internship
  - Discourage Aspects of Internships
  - Recommendations for future Interns
- Conclusion
  - Summary of Internship Experience
  - Influence on College Experience
  - Influence on Future Career Path

## **Introduction**

When the opportunity arose for me to undertake a part time internship for the IT Help Desk at Old Dominion University it marked a pivotal moment in my career toward growth and development in the cybersecurity profession. I eagerly chose this internship because I wanted to get experience related to Information Technology (IT) and cybersecurity, and gain skills that'll help me in the future. The learning outcomes that I hope to achieve from this internship are enhancing my technical skills, communication skills, and gaining a better understanding of how IT infrastructure allows companies to be productive.

In this paper, I will discuss my experience and what I learned so far on this internship at the ODU IT Help Desk. I will discuss the training and orientation that I went through to help prepare me for what I was going to be doing. Also, I'm going to be talking about how my prior knowledge and the classes that I have taken at ODU have helped prepare me for this job. The IT Help Desk is a good starting point for me. IT is very parallel to the cybersecurity profession that I am majoring in, it both deals with communicating with customers and clients and displaying great problem-solving skills that is crucial in the cybersecurity profession as well.

## **Beginning of Internship**

The organization where I'm interning is the IT Help Desk at Old Dominion University. It's located in Norfolk, Virginia where it's a public research university that was established in 1930. It originally was a division of the College of William & Mary before ODU became an independent institution in 1962 and has grown to become a top university in Virginia. The major products and services that the IT Help Desk at ODU provides to students, faculty, and staff members from ODU and EVMS are technical support, network services, account management, communication tools, monitoring threats, and offer training resources that'll help them understand how ODU utilizes IT. The customers and demographics at ODU is diverse and the students can range from undergraduate, graduate, and distance learning people who need technical support from IT. Faculty and staff members at ODU can range from professors and staff members who work for another department at ODU. EVMS students and faculty members can range from medical students to clinical staff, and research collaborators.

I first found out about this internship when I first came to Old Dominion University at the freshman orientation. During the freshman orientation I met the Help Desk manager Clifton Blaisdell and I told him that I wanted to work there when they had positions open. I took his email down so I can keep in contact with him to see when positions are opened. At the end of my freshman year of the spring 2024 semester, I got an email from the help desk manager that a position has opened for me, so he told me to contact the Help Desk Lead who is responsible for hiring students Stefan Hancock to set up an interview. I was nervous going into this interview because this was my first time having to do a job interview. The interview was virtual through zoom, so I had dressed up casually for the meeting. The questions that I was asked in the interview were about my experience with talking on the phone to customers as well as experience with technology. When am I going to be available to work, and why do I want to work there? I answered these questions honestly saying that I have experience talking on the phone while helping my dad with his construction company. I garnered customer service skills

working with my dad he allowed me to talk to clients and the builder supply help desk to order supplies. Also, I said that I have some experience with technology like helping my parents troubleshoot computers, printers, and helping them set up the Wi-Fi network. I have always had a very strong interest in technology and learned more about computers and technology. I am a big gamer, and I have all types of gaming systems, and I was interested in how it works. I also said that I should be employed here because I am trustworthy, dependable, honest, and determined to learn new things. I also have excellent patience when working with people. Then, a few days went past and Stefan emailed me back saying that I had been accepted to work there so after I accepted the offer he had to send my information to the hiring manager so they could get the hiring paperwork ready for me before I could start training.

When I first started, I had to go through orientation and training to familiarize myself with the environment, coworkers, and policies. The orientation was my supervisor Stefan Hancock showing me around the office, building, and the different policies that I have to follow. My initial impression of the orientation was a thorough introduction to the job with a positive environment on how the organization operates. The training was a little different I had to be in a room with three other people who were starting out just like me and our supervisor had a canvas course of the IT Help Desk at ODU. We went through each module with a short quiz at the end of each section to make sure we were paying attention and understood the operational processes and procedures at ODU. Some of the modules had consisted of how to take calls, troubleshooting methods, looking up user ODU accounts, accessing software and our ticketing system ServiceNow where users can email us for technical support. During the training, my supervisor had me doing admin password resets for users who had sent in a request for one in ServiceNow. I was a little nervous, but I was able to guide the user through the password reset. I learned about how ServiceNow is a cloud-based enterprise workflow system that helps organizations digitize, automate, and optimize business processes across IT, HR, customer service, security operations, and more. Also, it is widely used by medium and large enterprises (including many universities and the academic community) because it unifies work, data, and processes on a single system of record. After a week of training, I was ready to work at the desk with the other coworkers where I had to be shadowed by a coworker with experience until I was ready to be able to work by myself. My initial training impression was a good introduction to the job that helped me be able to assist users with common issues like password resets, email access, printer issues, and computer relocations.

The overall management and supervision were structured and organized during my time at this internship so far ensuring that the interns have the proper guidance and support to be a student technician. My supervisor Stefan Hancock oversees all student workers he handles when we are scheduled to work and if there are any questions we have, we can go to him in person at his desk or message him through Microsoft Teams. I learned that Microsoft Teams is a great collaboration and communication system that brings together chat, video meetings, file sharing, and teamwork tools and everything else. Although it is widely used in businesses, it is equally valuable in universities, where students, faculty, and staff need to coordinate classes, research, communication, and administrative work. In addition to Stefan's supervision as Help Desk Lead, we also can go to the Help Desk Technician Eddie Figueroa if we have any questions that we encounter with a user. Also, we can go to the student lead technician which is a student who gets promoted to that position by my supervisor based on how good they are doing on the job and

how experienced they are in IT. Throughout this internship so far I have my coworkers and the staff members at the Help Desk to be approachable and supportive offering valuable feedback and mentorship which promotes a positive work environment to want to be around.

### **Major Work Duties**

Throughout this internship the tasks that I have to do consist of phone calls, emails, and responding to in person walk in requests. Also, I had to take hotline calls, which is phone calls from professors at ODU that are teaching a class or about to teach a class that are having issues with the projector, computer, monitor, Wi-Fi, software, and hardware like the microphone. One of the policies that I have to follow and was told in training was to prioritize hotline calls over regular phone calls, emails, and walk ins so if I'm busy with a user I have to put them on a brief hold so I can assist with the hotline call since they need the assistance as soon as possible since they are teaching a class.

Additionally, I have to check my Microsoft Teams every day to see if there are any major issues like phishing emails, outages worldwide, new software, or updates to software so that I am already prepared to learn how to assist users. Most of the time if this happens my supervisor will create a template if there is a major outage or change in software. For example, recently Canvas was down due to the Amazon Web Services (AWS) going down for a day, so my supervisor made a template for us to use emails through our ticketing system ServiceNow to inform users about the outage. This helped make it easier for me and other interns since we were going to get a lot of questions about the outage so that we could assist users more efficiently.

My duties that I performed on this internship play a crucial role in supporting ODU and EVMS business operations. Phone calls, emails, and walk ins provide users with multiple ways to get technical support that will help them get the assistance they need. Phone calls provide users with immediate assistance that ensures users issues are getting addressed immediately. Emails is for users who are off campus or prefer asynchronous communication their issues are required for us to document what's the issue they have and what was done to resolve the issue so that if we have any user that has a similar issue, we can use that to assist them more efficiently. Walk-ins support users who need hands on assistance with issues that are difficult to resolve over the phone or through email. Walk ins offer instant results to users which reduces downtime and disruption which enhances customer satisfaction and makes them gain trust in IT at ODU if they come across any more issues. These duties also allow continuous improvement based on the issues and interactions that we experience with users it can help the IT Help Desk at ODU and EVMS identify areas for improvement, future needs, and enhance the services that are provided.

Working as a Help Desk student technician for 50 hours at the start of this fall semester has been hectic with issues from both ODU and EVMS campuses. The main issues that faculty and staff members were having were password resets, computer issues, and they could not access their email due to it expiring, which their supervisor would have to put in a request to get it renewed. The main issues students were having were connecting to Wi-fi, trouble printing, password resets, and joining zoom meetings for their classes. The users that I assisted during these 50 hours were frustrated, rude, and impatient, which they wanted their issue to get resolved immediately, which most of the issues are out of my control to handle. I learned that I had to

approach these situations staying cool, calm, and composed by listening carefully to their issue to try to get it resolved. Overall, the first month of this fall semester for these 50 hours has been a blessing. I was able to learn how to multitask and work in a fast-paced environment which requires me to have patience.

Working as a Help Desk student technician for 100 hours during the middle of this fall semester has been calmer than the beginning of the semester. The main issues faculty and staff members were having were trouble accessing software, accessing their email, and computer issues. I also had to take a lot of hotline calls where faculty members who are currently or about to teach class have issues with the projector, monitor, computer, microphone, software, wi-fi, computer, and needed to access a room. For hotline calls I have to get their ODU email, building, and room number that they are located in so that I can radio a technician so they can come out to the classroom to assist with the issue they are having. Patience is very important I had to assist with users who have accents, so I have to try my best to understand what they are saying. I also have to deal with elderly people who are not that experienced with technology, and I had to learn how to explain to them in a simply way so that they can understand what is going on. Also, during these 100 hours there was a phishing email going around ODU that has caused students and faculty/staff members accounts to get compromised due to them either clicking the link in the email, responding, or their account getting compromised due to safety reasons. If they compromised for safety reasons, we would have to do an admin password reset for them so they could get back into their account.

I also had to learn flexibility in these 100 hours which required me to cover a coworker shift on a Saturday morning. The common issues that I dealt with during this shift were password resets and I had 2 walk ins that I assisted with. One of the walk ins was a password reset and the other walk in I assisted an older lady who is not that experienced with technology with her phone. She had just got a new phone and did not know how to turn it on, so I had the user hold down the power button for a few seconds and the phone had turned on. I also had a phone call during this shift where the user was frustrated that they couldn't login to canvas with their two-factor authentication since they didn't have a phone to complete their assignments, so I provided them with a temporary bypass code for 7 days after I verified their ID and DOB through email. In addition, I have been able to improve my technical and problem-solving skills during these 100 hours. I had to assist with a walk in where a user was trying to download software called SAS on their personal computer. I had the user uninstall the older version they had and download the newer version that took an hour to install and resolve their issue. Another walk in that I had with a user was where I had to assist an older lady with impaired vision who was having issues not being able to see if she sent an email to someone. I noticed that it only happens to emails she try to send that had attachments so I troubleshooted by checking their outlook settings to make sure they have the right settings check off so it wasn't blocking emails. Once I saw the settings were good, I uninstalled their outlook and reinstalled it to make sure they have the newest version. Once they reinstalled outlook, they were still having the same issue, so I had to make a ticket and escalate it to our communication/collaboration team which is a team that deals with issues with emails and Microsoft office. Another walk in that I assisted with had issues with their personal computer moving slowly and their battery was draining quickly. Since it is a personal computer, we are limited to what we can do since it's not an ODU or EVMS computer. I troubleshooted the best I could by updating the drivers of the computer and making sure that it's

updated which it was still operating slowly after troubleshooting it. I advised the user to take the computer to the bookstore so they could take a deeper look at it and do a diagnostic to see what's going on.

Overall, these 100 hours have been a valuable learning experience for me that had me enhance my technical skills. At the end of each month my supervisor does a report on me on the number of tickets that I handled correctly. My grade was 87.8% on my report for the month of September so I want to keep on improving my skills and learn from my mistakes so I can try to get 90% next month.

Working as a Help Desk Student Technician for 150 hours for this last month of the fall semester has been calm, having to assist users from both ODU and EVMS campuses. The main issues that students were having was taking their quiz or exam using lockdown browser. I noticed that students were having issues with lockdown browser depending on the type of computer they have which most of the time was a MacBook or Chromebook. Since the lockdown browser app didn't work for them when they installed it I had users access lockdown browser through this site called MOVE where it's a virtual desktop environment where lockdown browser is already set up and they can just go on it and take their quiz or exam. Another issue students were having is logging into the future monarch portal. The future monarch portal is a site where students who are about to enroll or already enroll in ODU have to confirm their enrollment by making sure, they have gone through the admissions process by completing their application. I tell users to contact the Admissions office because they are the ones that manage the future monarch portal and issues that new or returning students are having with completing the admissions process. Faculty members at EVMS were having issues logging into this software called Scishield which is a site where they complete the training that they have to do. The reasons they have issues are either because their password expired, they don't have the EVMS services on their account to login, or they aren't in a specific group called All EVMS group to access. If their password is expired on their account, then we do an admin password reset for them over the phone. If they don't have EVMS services on their account to access Scishield we would have to make a ticket and send it to our Identity Management team to add those services to their account. If they aren't in a specific group that's required to access Scishield I have to tell my supervisor or someone in a higher position than me to look up their account in the active directory. Also, during these 150 hours there was a global outage with Amazon Web Services (AWS) where students, faculty, and staff members from ODU and EVMS couldn't login to canvas. Students were calling us frustrated because they couldn't do their assignments that were about to be due, and I got their ODU email so I could send them information and updates about the outage. Thankfully, the outage only lasted a day so after that everybody who was affected by the outage that contacted us has received an update that the outage is over and canvas is back up.

I learned in these 150 hours that adaptability is a good skill to have when working in IT. I constantly have to adapt to new changes in our software, technology, and tools to keep on enhancing my skills. I had to come in person one Monday afternoon and due to use being overbooked with workers my supervisor asked me if I could work remote and I told him yes, I can. Having the ability to adapt to any situation or environment can make a supervisor or boss count on you for any situation that occurs.

In addition to work my technical skills keep on constantly improving. I had to assist a user who was having issues logging into Banner which is a site that is used by students, faculty, and staff members at ODU to register for classes, check grades, and access financial information. They were getting an error message in Banner that says authentication failed in google chrome. I learned from my supervisor that Google chrome recently got a new feature called Local Network Access Checks that is enabled by default which is causing them to get that error. I had the user type something into their web address in chrome, so it disables that feature. Once they did that, I had them close their chrome browser and reopen it which they were able to login to Banner successfully. Another issue I encountered with a user was them not being able to login to the app version of outlook and teams on their personal computer. I troubleshooted the issue by having them go to their settings on their computer and click on accounts. Then from there I had them remove or disconnect their ODU email once they did that, I had them restart their computer and then they were able to login to the app version of outlook and teams.

Overall, these 150 hours of working at the ODU IT Help Desk was a good learning experience for me. I feel like this job is helping me gain multiple skills that will help me gain employment when I graduate. My grade report for the month of October increased from 87.8% to 89.1% so I want to keep doing what I am doing and learning from my mistakes to try to maintain 90% and above. My

### **Use of Cybersecurity Skills**

Before starting this internship, my hands on experience relating to IT was limited to basic troubleshooting with computers, printers, and setting up Wi-Fi. Also, my family members who are in the cybersecurity profession have helped me gain knowledge about the CIA triad, which stands for Confidentiality, Integrity, and Availability. I learned how the CIA triad is a foundational model in cybersecurity, and it is used to guide organizations to protect their information and systems. Confidentiality ensures data is accessible only to authorized individuals, Integrity ensures information remains accurate and unaltered, and Availability ensures systems and data are accessible when needed. Cybersecurity teams use the CIA Triad to evaluate risks, design security policies, decide on protective controls (such as encryption, access management, backups, and monitoring), and assess the impact of incidents. The CIA triad value comes from providing a clear and universal framework that helps organizations balance security goals, prioritize threats, and build resilient systems that protect data from breaches, corruption, and downtime. This is a more advanced approach to understanding the basic security principles, network protocols, viruses, and social engineering attacks. However, this internship has allowed me to use some of this knowledge that I learned to assist users and acquire more skills and knowledge based on the resources that my job provides me with.

This internship has allowed me to gain hands on experience which has significantly impacted my understanding of cybersecurity in a positive way. Overtime the experience and knowledge that I gained helped enhanced my problem-solving skills, communication skills, and boosted my confidence. By assisting users with real time issues, which has allowed me to boost my confidence over time and teaching myself how to critically think under pressure. I had to deal with a variety of users who have accents, elderly people, and people who aren't that experienced

with technology and this taught me how to communicate troubleshooting methods they can use to resolve their own issues in the simplest way that they can understand.

### **Connection with ODU Curriculum**

The ODU curriculum was instrumental in preparing me for this internship. The courses I took that helped prepare me for this internship were Cybersecurity, Technology, and Security. This course laid the foundation of the basic cybersecurity concepts like firewalls, encryption, cryptography, information security, security controls, vulnerabilities, and risk management frameworks like NIST. Also, doing virtual lab assignments that require me to configure a firewall has helped prepare me for this internship.

Throughout this internship, I found many connections to what I learned so far in my classes at ODU and the skills that I used in the internship. The concepts that I learned from my classes at ODU information security taught me how to assist users who have received a phishing email. I was able to provide them with information security techniques like don't respond, clicking any links, or entering any personal information in the email so that the attacker can't get access to their data. Also, I instructed them on how to change their password related to their ODU account so that their ODU account doesn't get compromised. Also, encryption is another concept that I found a connection with during this internship a user I assisted needed to send an encryption email to someone to protect from sensitive information getting exposed. This protected the user from unauthorized access being gained and aligned with the CIA triad in making sure the communication was secure.

This internship has also exposed me to new cybersecurity concepts and troubleshooting techniques that I haven't come across yet in the ODU curriculum. For example, I learned the concept incident response throughout my time at this internship because we are required to triage, document, and escalate issues, if necessary, through our email ticketing system ServiceNow. Also, I learned different troubleshooting techniques to assist users if they are getting an error message when they try to access software using a web browser like Google Chrome, Microsoft Edge, or Firefox. I instructed users on how to clear their cache and delete unwanted cookies Specifically; they have to go into the settings of the browser they are using and clear the browser data either all time or from the last hour. Overall, this internship has helped me be able to implement what I learned from ODU and apply the knowledge that I gained from this internship to enhance my skills needed to be a cybersecurity professional in the future.

### **Fulfillment of Internship Goals**

This internship has fulfilled the objectives outlined at the beginning of the internship. First, the internship has allowed me to enhance my technical skills by learning different troubleshooting techniques based on previous tickets, supervisor, coworkers, and our knowledge base. Next, it has allowed me to improve my communication skills by being able to explain to

users who were not that experienced in technology on what the issue that they had and how they could fix it. Along with enhancing my technical skills it helped boost my confidence when talking to users because I would know most of the time how to resolve the issue they were having. Lastly, gaining a better understanding of how IT infrastructure allows companies or organizations to be productive. I learned how various IT systems like network configurations and user databases interact to support different departments across ODU in being productive.

One of the most motivating aspects of this internship is getting the opportunity to help students and faculty members overcome technical issues that they were experiencing was rewarding since I was getting immediate results. This motivated me to keep on learning new things related to IT and cybersecurity so that I can be a positive influence at the university. Also, collaborating with my coworkers on assisting users and talking to them about school and what they want to do in the cybersecurity profession has motivated me to better myself by keeping on gaining experience, knowledge, and certifications that'll help me gain employment when I graduate.

There were also some discouraging aspects of this internship that caused frustration and me having to overcome obstacles. For example, having to deal with a user on the phone who was impatient, being disrespectful or rude to you. This sometimes causes me to lose confidence and doubt if I could help users. I overcame this by having patience with the user and doing the best that I can to resolve the issue so that I can satisfy the customer. Also, sometimes it would get frustrated with repeat ServiceNow tickets from people having issues that were fixable and wouldn't require IT support. This taught me how to be patient and help them resolve the issue by providing them with whom they need to contact regarding the issue they were having.

This internship has presented several challenges that I had to encounter that tested my resilience, adaptability, and problem-solving skills. One of the primary challenges was with only one month of me working there ODU had merged with EVMS so we had to start assisting students and faculty members from EVMS. We hardly had any resources to help with issues that they were having with certain software and accounts that I wasn't taught in training. I overcame this by having to do deep research in finding steps that the user could take to resolve the issue before having to ask my supervisor or one of my coworkers for assistance. Since the merger with EVMS I had to learn how to adapt to their software and accounts so that I would be able to assist them with issues they are encountering. The technological landscape is constantly evolving so that required me to keep up with the new tools, new software, and updates to systems so that I could quickly adjust to the new changes and be an asset to my internship by having the ability to adapt to anything. Also, another challenge was time management and multitasking. I could sometimes have a challenging time trying to balance our emails, phone calls, and walk-ins on days that we were busy. Most of the time we have a heavy workload at the beginning of the semester and the end of the semester around final exam time. This required me to collaborate with my coworkers on what emails we were going to handle and who was going to assist with walk-ins on days we had a heavy workload.

I would recommend future interns for this internship to familiarize themselves with basic troubleshooting techniques, communication strategies, and basic cybersecurity concepts so that their transition into the IT Help Desk runs smoothly. Also, I would engage in cybersecurity clubs

or events by networking or meeting other students that'll help you gain more knowledge about IT and cybersecurity. I would also tell them to prepare for the pace working this internship because it's some days when it's slow and isn't a heavy workload. It'll be days that it's a heavy workload where there were phone calls, tickets, walk-ins, and hotline calls nonstop which require you to multitask and communicate with coworkers. Lastly, I would say to always have a positive attitude you are going to make mistakes you have to learn from them by asking questions, looking at previous tickets, and observing coworkers who are more experienced than you handle issues.

## **Conclusion**

This internship experience at the ODU IT Help Desk has taught me how the importance of teamwork, adaptability, and continuous learning in IT is essential in learning and growing in cybersecurity. First, being able to apply what I learned in my classes to real time issues on the job helped enhance my knowledge and technical skills. Secondly, I learned how important communication is when working in IT to assist users who are not experienced with technology to communicate with them in the simplest way that they can understand what's going on. Lastly, I learned adaptability and continuous learning is important because you are going to encounter diverse technical challenges like I had to go through with ODU merging with EVMS. I had to learn and adapt to their software so that I can assist EVMS users efficiently.

The experiences that I got from this internship will influence the remainder of my college time at ODU in several ways. First, the skills and the knowledge that I gained during this internship will help me with my future courses which will put me at an advantage over others since I have experience and know the material. Second, the hands-on experience that I got from this internship has motivated me to participate in workshops, cybersecurity clubs, events, and competitions to further gain more experience and knowledge. Lastly, the connections that I made with my coworker during this internship have motivated me to keep on networking with different people that I encounter in my classes or events so that it could open doors to future collaborations or employment.

The internship will have a great influence on my future professional path and planning in the cybersecurity profession. I was exposed to different areas of cybersecurity like systems administrator, systems engineer, desktop support, security analyst, and network administrator which shows my versatility because I know what each of these positions' roles are. It also showed me what area of cybersecurity I want to focus on and that's the security side with positions like security analyst, penetration tester, or a compliance officer. Over these 300 hours at this internship, it has changed the way I approach problems that I encounter, communicate, and how I learn to become a future cybersecurity professional.

## Appendices

### Appendix A: All tickets

This screenshot shows all the tickets that we have in the buckets sent by users. The major incidents section is for if a certain software is down or there's an outage it would go in that section. New incidents are emails that users have just sent in where a technician hasn't assisted them yet. Opened incidents are tickets where we are waiting for the user to respond back or need additional information to gather before we escalate it to a different team. ODU guest incidents where it shows 23 are incidents where the user isn't labeled because they didn't provide enough information to identify them these tickets get handled by my supervisor, student lead, or the help desk technician.

The screenshot displays the 'Old Dominion University - Help Desk' dashboard. At the top, there are four summary cards for ticket counts: Major Incidents (0), HD-New (0), HD-Opened (0), and HD-ODUGuest (23). Below these are three table sections, all of which are currently empty and display 'No records to display'.

New Incidents								
Number	Opened	State	Caller	Short description	Assignment group	Updated	Updated by	
No records to display								

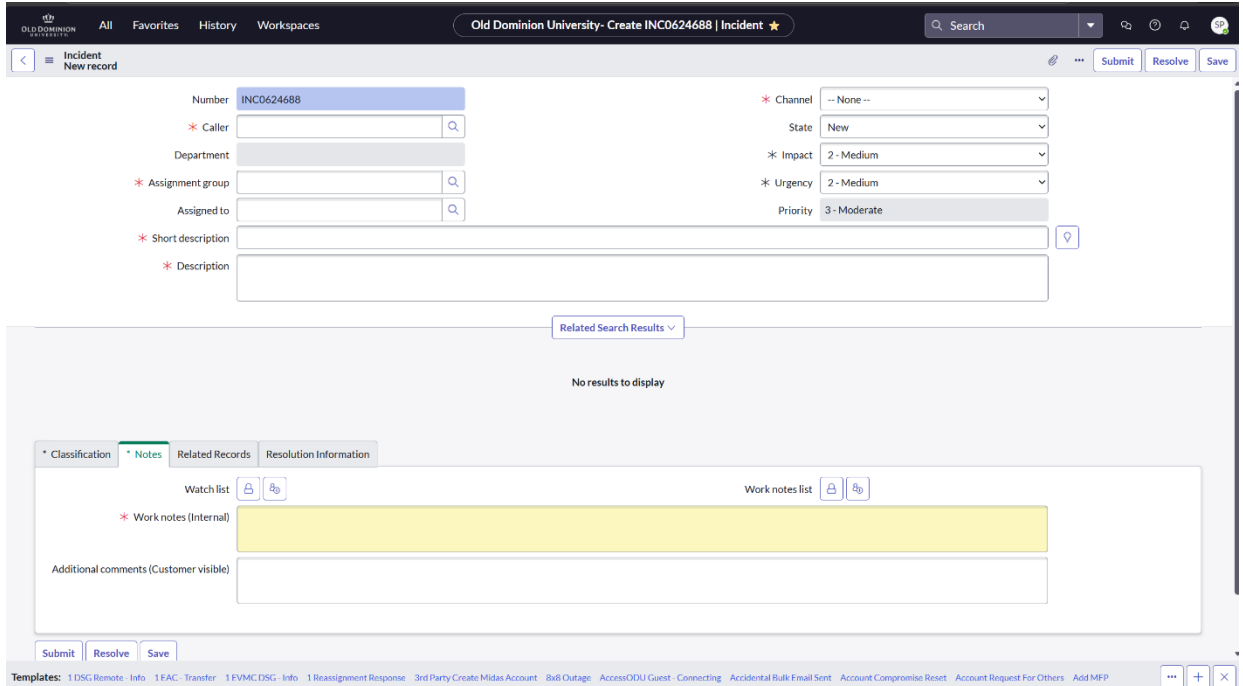
Open HD Incidents								
Number	Opened	State	Caller	Short description	Assignment group	Updated	Updated by	
No records to display								

Major Incident Promoted										
Number	Opened	Assignment group	Short description	Caller	Priority	State	Category	Assigned to	Updated	Updated by
No records to display										

### Appendix B: New Ticket

The screenshot below shows an example of use having to create a new ticket within service now. We do this with phone calls, hotline calls, and walk ins to document, assign, and resolve issues that we can reference for users who have similar issues.



### Appendix C: Knowledge Base

This screenshot shows one of the resources that we can reference to assist users with certain issues by typing into the search bar it'll come up with steps that we can take to assist users.

