

FINAL INTERNSHIP PAPER

CYSE 368 – Internship

Sentara Health

Desktop Support Analyst Intern

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Table of Contents

<i>FINAL INTERNSHIP PAPER</i>	1
CYSE 368 – Internship	1
Sentara Health	1
Desktop Support Analyst Intern	1
<i>Table of Contents</i>	2
1. Introduction	3
2. All the stages of my internship (every 50 hours)	3
3. Major Work Duties, Assignments, and Projects	4
4. Use of Cybersecurity Skills and Knowledge	4
5. Connection Between ODU Curriculum and Internship	5
6. Internship Learning Outcomes and Objectives	5
7. Most Motivating and Exciting Aspects	7
8. Most Discouraging Aspects	9
9. Most Challenging Aspects	10
10. Recommendations for Future Interns	11
11. Conclusion	12

Introduction

In this final paper, I am going to talk about all the experiences I have had throughout the 150 hours of my internship. I will also incorporate the challenges I faced and what I learnt from this internship. It has been a great experience, and I have learnt a lot of new things and professionalism. This paper is going to summarize all my experience and give a better understanding of what I liked and disliked. It is going to talk about the outcomes and exciting parts of this internship. Internships are meant to help students know or learn more about the job or career they want to get into. It also builds experience, and knowledge in professional environment and also helps gain real world experience. I was looking forward to an internship that will build my experience, knowledge in working in the real world and also one that will help me apply the knowledge I have learnt in class, and I have gained it. One reason why I accepted this internship is that it built my experience in supporting users, troubleshooting both hardware and software issues, and working with people. I have gained practical knowledge with technological problems, computer diagnostics, and many other things throughout this internship. Additionally, I now have more knowledge about the Windows operating system, Active Directory, user accounts, and numerous other IT tools. I feel more at ease using this equipment and resolving issues in a work environment.

All the stages of my internship (every 50 hours)

In all the stages of my internship, I have gained a lot of professional skills that I can use in my future career. I have written reflection papers alongside every 50 hours I completed at my internship. This has helped me a lot keep track of my new skills and every new thing I have learnt. I have also been able to write about my experience in this internship and the things I was excited about before starting this journey and the most challenging and discouraging part as well. In this paper I also talked about how many skills I have gained from this internship and how I think it will help me in the future. This paper is the overall final paper for my internship after completing three reflection papers.

Major Work Duties, Assignments, and Projects

I had a lot of responsibilities during this internship. Every part of my internship helped me learn a lot and improved my technical experience. Every single part of these duties impacted in a good way in my role helping me support my organization day in and day out. One important role I had at my internship is troubleshooting both hardware and software issues. At the hospital, we did a lot of troubleshooting on hardware like printers, scanners, computers, heart monitors and others. This minimized downtime in the job and allowed me help people out whenever they needed. This also helped the users get back to work quickly because we were also reliable and ready to help. We also did a lot imaging and install of software updates, configuring of new computers that came in and also helped maintain the privacy and access control. Another duty I had at my internship was documenting completed assignments, updating completed tickets. This helped us stay organized and on top of our work. It also makes it easier for us to know what work is completed and what assignment is yet to be completed. Due to these experiences I have learnt from my internship I have gained a better understanding of the need for and importance of desktop support in every organization. I have also gained a great amount of professionalism and how to assist and relate with customers.

Use of Cybersecurity Skills and Knowledge

In this internship, my role description was focused on IT support, but I was also able to apply a little bit of my cybersecurity knowledge. First of all, most of the duties I undertook required an understanding of cybersecurity. In the hospital, security and privacy is a major part that you need to know about. The protection of organizational systems, confidentiality are a major part of my internship. I ensure that every solution I used in troubleshooting, solving a problem or technical issues ensured the protection of information and security. I also applied my cybersecurity knowledge through user account management in active directory. In the process of resetting passwords, maintaining permissions and access control. With the use of procedures given by the company I did user identity verification whenever I needed to make any changes. This helped me recognize the importance of access control, helped ensure the right employees had the right access to the right resources. I also applied my knowledge in cybersecurity by making sure I

documented any issue that I was beyond our knowledge and made sure to escalate the issue to the next supporting team. This is because any little mistake can let out the organization's security.

This internship strengthened my understanding on how cybersecurity principles work and how important it is to apply to task and duties. It showed me how to always remain alert, protect organizations security, and policies.

Connection Between ODU Curriculum and Internship

There were many strong connections between my coursework at Old Dominion University and my internship. My coursework provided a very strong foundation that was used in my internship. All these foundations helped me succeed in my internship. Courses such as networking, operating systems, windows administration and Linux were met in some parts of my internships. My internship also introduced a lot of new learning tools that I had to get used to, but I also was able to apply some of the thing I learnt at school. I was able to use the things I learnt in school to build my skills and to develop the new tools I got introduced to.

During this internship, I had a lot of occasions where I met occasions where I had to apply my knowledge gained from my coursework. System security was one of the concepts I performed each day and was already familiar with through my coursework. I also had so networking concepts, and I also applied my knowledge from school and my coursework. An example is, my knowledge in windows systems and active directory were applied when I had to reset passwords, troubleshoot login issues and unlocking user accounts. Some parts of my coursework such as security policies, protection of sensitive information and maintain confidentiality were also applied and used during my internship. I was able to apply a lot of resources I gained in class during this internship, and I was glad to put it to use. I also became very familiar with ticketing systems, communications skills within employees and working in a professional environment. I learnt how to multitask, document completed work, working with technician and many more. All these experiences helped in my academic studies and added up a lot to my knowledge and customer service experience. My education in old dominion University impacted me a lot in my internship, it prepared me and gave me the foundation I needed in my internship. Altogether I gained a strengthened professional knowledge that will help me in my future career.

Internship Learning Outcomes and Objectives

There were a lot of outcomes and objectives I learnt during this internship. I worked on troubleshooting computers, helping fix printers, scanners and configuring user accounts. I also help with resetting passwords. These are primary responsibilities at me internship and has made be gain a better understanding when it comes to ticketing systems. The ticketing system used at me internship is called ServiceNow. This is a ticketing system that helps in organizing and assigning tickets to workers to help make it easier to know the tasks for the day. It also helps with documenting tasks when done and solved, this helps us to know the tickets that were able to be resolved and the ones that were not. Additionally, I relished the user support and communication experience, which is crucial component of my internship. Communicating with users makes it simple to identify the issue, maintain their composure, and let them know how long it will take to resolve problems. I've gained a lot of knowledge on both technical and expertise in the field.

These abilities will benefit me throughout my professional life, and I'm excited about making use of it later. I now get a close-up view of what goes on in the field of information technology. I assist clients with any technological issues at my internship. Challenges as well as assist hospital operations. My experience has improved when it in terms of imaging, setting, and troubleshooting. I've been doing a lot over the last several days. Of imagery during my internship. It's now one of my favorites things to do when I get to work. I get to work on my own schedule, which is why. I've also done a lot of access control. At this point, I grant the appropriate individuals' access to SharePoint. Additionally, I've learned a lot about power automation and SharePoint. In addition to organizing and maintaining SharePoint sites, I assist with data and document access control. Additionally, I use power automation to develop workflows that minimize manual labor. I've learned how to save time on manual. Tasks and use that time to do other tasks thanks to this program. I also think it's a clever tool that saves a lot of time, which is another reason I enjoyed my internship.

One more thing I learnt at this internship was the ability to work with a professional IT team. I gained a lot experience with working in a professional environment and working with a professional team. I had the opportunity to collaborate with a lot of IT professionals and ask all the questions I have ever wanted to ask. Working in an environment full of professionals taught me a lot about professionalism. It taught me how to work with a team, how to communicate and how to deal with all types of emotions. I've spent a lot of time assisting medical professionals and users with technological problems. I have resolved a number of issues, including computer troubleshooting and hardware and software problems. I have made an effort to pinpoint issues and their root causes. I've learned that it's better to address the problem methodically, which involves gathering information, determining the causes, trying remedies, and confirming that the issue has been resolved. I assisted individuals with access control; some have restricted access and require authorization before being granted access. I've also come to realize how much I enjoy my work and what I do over the past few days. My comprehension of teamwork, communication, and the operation of the IT environment has all increased as a result. All these skills are somethings I learnt from this internship and what this internship has taught me.

Most Motivating and Exciting Aspects

One of the most motivating parts of this internship was the fact that I was able to help people and make people's work easier and faster. This made me feel like I had a good impact on how good people worked. One aspect was I learnt is how to document tasks when done and solved, this helps us to know the tickets that were able to be resolved and the ones that were not. I also gained good experience with the user support and communication experience, which is crucial component of my internship. Communicating with users improved and I was able to make it simple to identify the issue, maintain their composure. I've learned a great deal about information technology in general. This will aid me in understanding work environments

and help me in my future profession. As I continue my internship, I hope to expand my experience and advance my career. I have gained a great deal of technical and professional knowledge. I picked up a lot of skills that will be useful in my future profession. These are all some of the exciting aspects of my internship and some parts that motivated during my internship.

Working this internship also taught me how to manage time and how to stay on top of my work. I learnt a lot of critical thinking skills and how to put priorities straight. I also learnt how to deal with customers and how to put emotions aside when dealing with customers. Whenever I fixed a technical problem successfully, I gained a lot of confidence and that is one thing that kept me going. This internship really strengthened the passion I have for technology and made me love what I do. Another thing is having the opportunity to work with experienced IT professional felt very rewarding and I learnt a lot of new things from them. I observed a lot from the senior IT professionals and how they dealt with customers, how they communicated and how they documented completed issues.

I also loved how the fast-paced environment was. Even though there wasn't a lot of down time, I enjoyed how the job kept me busy and always learning. I was able to grasp a lot of information within just two days of being at the job. Each minute gave me the great opportunity to learn new things and what to do before troubleshooting. I got a lot of positive feedback from customers and employees that always kept me going because I made an impact in somebody's day and how well their job went. I also had great coworkers that always gave me the opportunity to learn and also to learn from my mistakes.

One more exciting part I encountered was the growth I was receiving from being at this internship. This internship has boosted my level of professionalism and problem solving. It has taught me how to document and the importance of it and it has also taught me a lot about teamwork. From the start of my internship, I was relying a lot on coworkers for help, but as time went on I became more independent and understood the daily routines at the job more. I was able to find more stuff from the closet, and I was able to use

the ticketing system better without asking for help. Asking a lot of questions from the start helped me improve a lot in this internship and helped me gain a lot of experience with ticketing systems. I also became more comfortable with complex technical issues and sometimes I was even able to solve them without any help.

Most Challenging Aspects

One of the most challenging parts of my internship was the process of learning how to troubleshoot. Some of the technical issues did not have obvious solutions and required a lot of testing, diagnosis and critical thinking before fixing. Some of the technical issues required deep research, help of more experienced technician and multiple testing. Also, most technical issues changed daily. I used the difficult technical issues as an opportunity to learn and gain new experiences. I learnt how to be patient, critical thinking and how to follow directions during this point. Another challenge I faced was how to balance the multitasking of all the tickets coming in and how to pick the urgent ones and what to start with. On busy days, we experienced several requests from employees that needed help. This required serious time management, and organization. Communication was also one main part that contributed to the progress of work during days like this.

During these days, getting requests that do not have technical issues that are familiar affects our time management and this is one challenge I faced at my internship. After all these challenges, I learnt a lot from these experiences, and this contributed to my knowledge and experience. I learnt time management, confidence, escalating to right people and organization

Most Discouraging Aspects

In this internship, there were some discouraging aspects that I came across or encountered. Some are technical problems that I was not able to get solutions for as quick as I wanted. Some of the technical problems or tickets required the help of experienced professionals to troubleshoot and collaborate with

other IT staff before successfully being solved. Some also required replacement due to it being used for too long or for a long period of time. When this happened, I used to get very frustrated because I am used to getting things done. In some cases, I knew what and how to solve the problem but had to wait and stand by to let the authorized individuals take care of it. But these times also taught me to be patient and also taught me a lot about teamwork. It also taught me professionalism and how to put emotions aside whenever in a professional environment.

I also encountered another challenge that is how to balance different types of request and which one to attend to before. It was also my duty to ensure that all of these requests were attended to without any delay. In many occasions, more than one employee needed assistance at the same time, and these were one of the most challenging times or aspects of my internship. In order to attend to each and every one on time, I made sure to use urgency and how quick the person needed help. This helped me a lot in these occasions and made sorting out a little bit easier. It was very stressful at these times but it also helped me improve upon my time management skills, my problem-solving skills and communications skills as well because I had to communicate with the employees a lot at these times to let them know I am also attending to other employees or to notify them of any delays. This also gave me some top level of confidence and how to handle pressure. In other ways I loved working at a fast-paced environment because it kept me busy and time also went by fast. This part of my internship contributed to my growth and experience in handling pressure, time management, communication and many more skills.

On some occasion I was introduced to new technologies that I had to adjust to. I met new troubleshooting problems that was new to me and needed to be fixed. In this case I had to put my personal knowledge to use and try to figure out what is wrong and what needs to be done. Some of these problems needed diagnoses, research and furthermore screening. I also engaged myself in the diagnosis to get to know what the problem was and how to fix it. If the employees needed new devices for the mean time till the other ones gets fixed, we usually replace them with temporary devices and take the original ones back once they are fixed.

Another aspects or experiences I found challenging was always putting my responsibilities and how much I had to take care of in mind. I had to make sure I wasn't spending too much time on a problem, and I also had to make sure I was doing the right thing and providing the right customer service. These were very difficult to put together; some technical problems could take more time than

expected. Even though we had to make sure there was accuracy, protection of security and others, we also had to put time management in place and make sure we were not spending more than enough time on a technical problem.

Recommendations for Future Interns

Based on the experience I gained from this organization, I would recommend this to any student seeking for an internship. This internship helps with gaining solid understanding and learning new technical support knowledge. Having a great understanding with active directory will help with foundation and will also help with the start of the internship. Being familiar with active directory also helps with the understanding and makes things easier at the internship. This internship also teaches a lot and helps new interns with trainings that helps improve your experience. It also teaches a lot about manner. It helps build patience, being respectful, engagement with customer service and maintain great attitude.

Overall, I would recommend this internship to future interns. It is a great place to build experience and professionalism. I would advise future interns to prepare in advance, maintaining work ethics and building a strong foundation before starting this internship.

Conclusion

Overall, at the end of this internship has given me much experience than I had. I will be able to add this experience to my schoolwork and what I study in school to better my understanding. I have also learned technical skills and hands on experience to help me in my future. One of my main goals was to end the internship with a better understanding and more technical skills, and that was fulfilled. My future career path will also be influenced by my internship experience. I'm now more motivated to keep honing my abilities in cybersecurity, Windows environments, system administration, and IT support. I have assisted individuals with access control; some have restricted access and require authorization before being granted access. have devoted a great deal of time to assisting medical professionals and users with

technological problems. I have resolved several issues, including computer troubleshooting and hardware and software problems. I have tried to pinpoint issues and their root causes. I've discovered that taking a methodical approach to the issue is preferable. This involves gathering data, determining the root reasons, testing potential remedies, and confirming that the issue has been resolved.