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CYSE 368

Reflection Paper 1

Starting off my Information Technology internship was nerve-racking the first day, however I found out very quickly joining Chartway Credit Union was the right choice and made those nerves go away very quickly. As I walked in my first day, I was welcomed and treated as an equal instead of a lowly intern. With these feelings they walked us around and introduced us to our mentors and reiterated our projects that we would be working on during this summer. My project is to connect all printers to Chartway's system using LDAP. LDAP or Lightweight Directory Active Protocol is an application protocol that is used for accessing and distributing directory information over an Internet Protocol. This project will be very useful to all the branches across the country, because currently managers from the branches must put in a service ticket to add and remove individuals that work or are fired from their printers. This project would allow their information to be added and removed once they are hired or fired immediately without having to go through the stress of a service ticket. This removes much stress from the IT groups allowing them to be able to prioritize higher priority tickets without the worry of having to do this extra work. Another benefit from this project will be convenience. If someone from a branch has to send someone from another branch a digital copy of a paper, instead of finding out their whole email address and typing it into a tiny printer screen, they will be able to type in the first three letters of the recipients name and this program will pull all names from our database that match those three letters giving the sender the option of who they want to send it to. This first week was mainly orientation, learning about the different standards that interns must live up to while working at Chartway. We also learned about different services that credit unions offer and what benefits employees can have. During these long and very informative meetings, I haven't been able to start much on my project. However, I was able to work with the other IT specialists and learn information on what problems they do from day-to-day and how they solve them. An example of this is if a software isn't working on an employee's computer, the IT team is able to remote into their computer, find the problem, and fix it without having to physically touch the individual's computer.

In conclusion, this week was very exciting, and it gave me an insight on how Chartway Credit Union isn't just a company, but a family as well! With this next 50 hour work week, I will be learning more about my project and different ways I can learn to implement it correctly within this company.



The Interns first Zoom Call!



My Second Day in the office!