

**Learning Objective #1:**

Systems Administration Tasks

**Educational Goal:**

Learn various systems administration tasks such as account creation, password reset, and multi-factor authentication (MFA) configuration.

**Plan to Accomplish Objective:**

- Attend training sessions on systems administration.
- Shadow experienced team members while they perform these tasks.
- Practice these tasks in a controlled environment before executing them in a live environment.

**Evaluation:**

- How: Performance will be evaluated based on successful completion of assigned tasks.
- When: Evaluations will take place at the end of each week.
- By Whom: Evaluations will be conducted by my supervisor, Sean Mullins.

**Learning Objective #2:**

Effective Business Communication and IT Customer Service

**Educational Goal:** Develop skills in effective business communication and IT customer service through phone calls, email, and Teams.

**Plan to Accomplish Objective:**

- Participate in communication and customer service training.
- Handle real customer interactions under supervision.
- Review and receive feedback on communication methods from team leaders.

**Evaluation:**

- How: Performance will be evaluated through feedback from customers and supervisors.
- When: Evaluations will be ongoing, with a comprehensive review at the end of the internship.

- By Whom: Evaluations will be conducted by my supervisor, Sean Mullins.

**Learning Objective #3:**

Cybersecurity Solutions Configuration and Deployment

**Educational Goal:** Learn how cybersecurity solutions are configured and deployed in real-world situations.

**Plan to Accomplish Objective:**

- Participate in cybersecurity training and shadow team members deploying cybersecurity solutions.
- Assist in real-world projects involving the configuration and deployment of cybersecurity solutions.
- Document the process and gather feedback from team members and supervisors.

**Evaluation:**

- How: Performance will be evaluated based on the successful configuration and deployment of cybersecurity solutions in projects.
- When: Evaluations will take place after the completion of each project.
- By Whom: Evaluations will be conducted by my supervisor, Sean Mullins.