

Week 1:

Day 1 - 1/10/19:

My site supervisor and I devised goals and objectives in the IT office. I Removed hard drives and memory from laptops (“decommissioned”) which belonged to the organization that contained sensitive information which were later disposed of. The rest of the day I shadowed my site supervisor watching him perform server management and maintenance. This included creating/naming/organizing virtual servers and desktops. During the day We also created a bootable image of Windows 10 via the network.

Day 2 - 1/11/19:

I assisted in mounting and configuring a television in a conference room. We configured Bitlocker on some of the organizations PCs. Bitlocker is Windows built in encryption tool. Bitlocker encrypts your hard drive which is important for the community Health Center because there is sensitive information on said hard drives.

Day 3 - 1/11/19:

Throughout the day My Site Supervisor took me through Windows GPO. This is Windows group policy object in which you can edit what groups of users have what privileges. He walked me through how to assign users privileges and how to group them. I was also explained the difference between the difference between distribution and security groups in the Active Directory. Security group is used to assign access to users and the distribution group (as the name implies) are users who only receive mail (they have no security context).

Day 4 - 1/15/19:

Danielle Lynardakis (an IT Technician) gave me advice about the IT field. She recommended that I get certifications (such as CompTIA A+, Security, etc) in the areas of IT which I am interested in. She also emphasized the need for sufficient communication skills and how relevant they are to the modern IT environment.

I performed many helpdesk related activities such as deploying an Ipad for organization use and decommissioned a laptop which contained potentially compromising data. I also

deployed a desktop to a new office which included setting up a desktop and connecting it to the right port.

Day 5 - 1/16/19:

I performed level 1 technician -esque activities for Nurses who could not get into their systems or their systems were malfunctioning. This included bluetooth configuration, system restarts, and so on.

My site supervisor and I move a Xerox printer/copier to a new building and configured it's new IP there. We then went back and configured the switch to recognize the printers new port location via Windows Server Manager. We also edited the group policy to be consistent with the printers new location and user group.

I raised a concern I had about them using a deprecated encryption method (SHA1) to encrypt their VPN traffic, though my site supervisor seemed unconcerned.

My site supervisor also taught me about a software application called "Synapse". This software allows users to easily manage, share, and process diagnostic images for specific diagnostic applications.

At the end of the day I emailed a ADR Telecommunications representative to inquire about the return policy of a headset that is defective.

Week 2:

Day 6 - 1/17/19:

Morning

I was assigned the task of "port mapping" the entirety of buildings 3C and 4C. I am doing this so that we will know which wall ports map to in relation to their switch. This was great because I got to meet everyone of my potential future clients in the processing of collecting port labels.

Afternoon

I called Spectrum technical support on behalf of CHC's branch in Helena where they were having issues with their call waiting and did not remember the password to their voicemail. I was able to get them to activate call waiting without much trouble as all I had to do was provide them with Helena's account number and security code which I received from my supervisor. However I could not reset the voicemail because they have to open a case on an issue such as that. I was given a case number and will be calling them back within 48 hours.

Day 7 - 1/18/19:**Morning**

I backed up user data from old laptops. This was done by copying the user profile from the C drive and transferring it to a network folder named "user backup". This is done so that they can save potentially valuable user data should the person it was assigned to want it back later.

Afternoon

I updated a excel documents located on their network that keeps track of their equipment in inventory. They do this so that they know exactly who was assigned what piece of equipment and where it can be next.

Day 8 - 1/21/19:**Morning**

I finished port mapping buildings 4C and 3C. I assisted with level 1 Technician type activities throughout the day, mainly helping people who couldn't find files/their computer was "slow".

Afternoon

I installed Windows 10, Bitlocker, ESET Antivirus, and Dell Updates on four laptops.

Day 9 - 1/22/19:**Morning**

A manager in 3C (the building across from the main building) would a monitor/television placed in the building which would display training events on a scrolling calendar that could be updated in real time. I think that this is superfluous because every employee has an outlook email account and said manager could just share a calendar (such a functionality exists in outlook) with all the information he wants them to receive. In my opinion, this task would be a waste of time and resources. I tried to communicate this with my site supervisor but he just thought that I didn't understand the request (which I do).

Noon

I finally resolved the issue with Spectrum in regard to Helena's voicemail. They should now have options to reset their voicemail though I have not heard back from them.

Afternoon

Not much happened throughout the rest of the day. I shadowed my site supervisors while they dealt with security and network related issues such as purging servers of users that no longer exist and patching the network.

Day 10 - 1/23/19:**Morning**

we went to 3C and spoke with Dale about the aforementioned “event calendar screen”. Possible solutions include but are not limited to:

- A Smart TV which would act as a mirror display and show google calendar or Outlook.
- A Monitor with an old PC that could be remoted into.

Though I still think this is unnecessary for the reasons I’ve already mentioned.

Afternoon

In the afternoon Danielle and I installed an HP printer in the clinic which was fairly straightforward. After that was complete I set up bitlocker on four laptops and installed windows updates.

b. Include your reactions to these activities and to your clients and peers.

Many of these activities feel mundane though I know that they are an important part of keeping the organization running. My clients and peers have all thus far been very pleasant and accommodating.

Week 3:**Day 11 - 1/22/19****Morning**

I sat in on a meeting with Danielle and the head of the clinic in the IT office. The meeting was in regards to the clinic moving toward using SharePoint. SharePoint is a microsoft application which allows its user to store, retrieve, search, archive, track, manage, and report on electronic documents and records. During the meeting they discussed how using this software would change routines in the clinic and how they should be using it. This was a useful experience because I got to observe how professional meeting take place between IT professionals and non IT professionals.

Afternoon

During the day Danielle and I replaced a printer in the clinic. We set it to the correct IP and configured it which I assume some day I’ll need to know. When we went back to the office

she spoke to me about what certificates I should obtain for which fields of interest. She was very helpful in this regard as she has taken many certifications.

Day 12 - 1/25/19

Morning

I was the only one in the office today as both Danielle and Randy were working remotely. The CEO of the organization came to speak to me about how my internship was going and instructed me to speak to her with constructive feedback before I have completed my Internship. I will be working on coming up with things that could be improved and what was done well to present to her. She also asked what interests me in IT and I told her that I am into web development. My site supervisors left me some laptops to image and set up for deployment as I have done before.

Afternoon

Throughout the rest of the day I assisted “clients” who needed various relatively mundane fixes. I helped the facilities manager get his monitor settings correct. His main display was on the wrong monitor which I just fixed via display options. I also assisted another facilities faculty member set his default printer.

Day 13 - 1/26/19

During the entirety of the workday almost nothing happened. No one had any problems with equipment, and there was nothing to be done on the server side of things. Though not much as all actually occurred it showed me what IT professionals do when there are no immediate issues to be resolved. We spent much of the day speaking about what could be done better at the organization such as using only one version of Microsoft server (they are currently using 2008, 2012, and 2016), what could be done about phishing emails, and what different softwares they could be using to increase efficiency (such as SharePoint).

Day 14 - 1/27/19

Throughout the day I performed help desk related activities as I do pretty much everyday. This is useful for improving my communication skills with clients. Danielle had another meeting, this time with the CEO about SharePoint. They are concerned about how SharePoint will be set up and implemented. There are many different departments here and they are not completely sure how to categorize every department and who should have access to what. I assume that I will encounter similar problems in future professional situations. It was also helpful to see more of how tech people speak to non tech savvy people who may be their boss.

Day 15 - 1/28/19

Morning

It was just me in the office again because one of my site supervisors was working remote and the other was working from Malone. I was instructed by Danielle via Wave (an enterprise instant messaging application) to bring a laptop bag down to Christine Thrasher (a PA) and take a laptop from her office that belonged to a student she had. I then imaged that laptop and got it ready for future deployment (I will never forget how to do this).

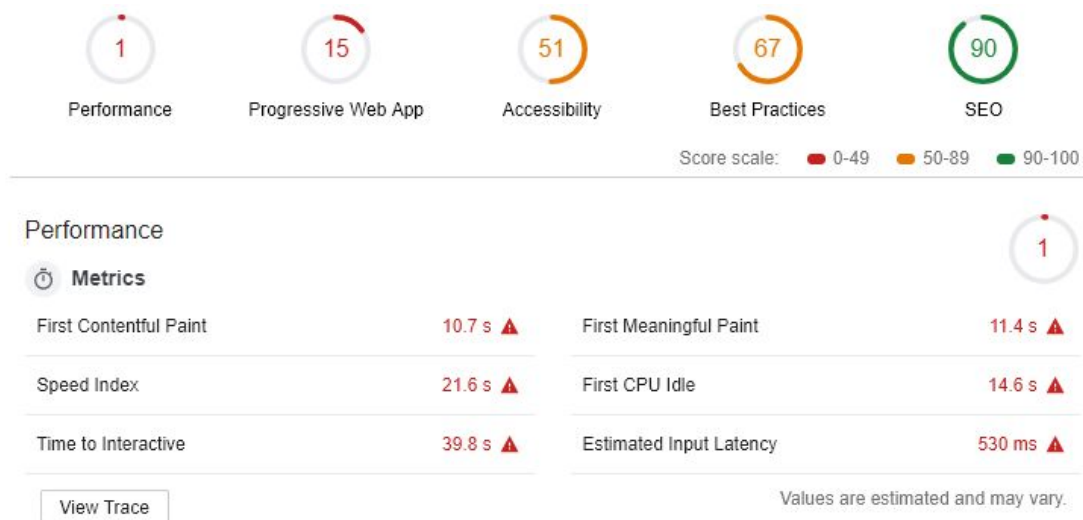
Afternoon

In the afternoon an executive director came to speak with me and told me that he had spoken with the CEO about my interest in web development. Skip knew some people who were front-end, back-end, and full-stack developers and he shared with me some tips they had shared with him. The most emphasized one was that communicating with project team members is an incredibly important skill and too often is not done well within the field. This conversation gave me some interesting things to think about.

Week 4:

Day 16 - 1/29/19:

In the morning I had a meeting with Ray (the head of marketing). We discussed the CHC website and I showed him useful tools to audit and evaluate a website's performance. They have they're website built and maintained from a third party company called "Townsquare Interactive". They're sites SEO is pretty good, but that's about it. Performance and security wise the site is a mess. Below is an image of the web pages statistics taken from google's web page auditing service "Lighthouse":



Best Practices

67

1	Does not use HTTPS	60 insecure requests found	▲	▼
2	Does not use HTTP/2 for all of its resources	46 requests not served via HTTP/2	▲	▼
3	Does not use passive listeners to improve scrolling performance		▲	▼
4	Links to cross-origin destinations are unsafe		▲	▼
5	Includes front-end JavaScript libraries with known security vulnerabilities	2 vulnerabilities detected	▲	▼
✓ Passed audits		11 audits	▼	

I communicated my concerns to Ray and he said that he would contact his representative at TownSquare to correct the problems.

We also spoke about web marketing and I gained some useful insights in that regard.

Day 17 - 1/30/19:

Today was relatively uneventful. I am currently working on constructive feedback for Ann (the CEO) on what they could improve for future interns. Considering I am their first IT intern I think they are doing well. They do try to give me projects and show me things but they're not always able to give me enough work. I think they think that they can only give me certain tasks and are afraid that I will screw up other things.

I think that for future interns that they could be more prepared and be more mindful that they will have to keep said intern occupied with the work activities similar to those that they themselves perform.

Day 18 - 1/31/19:

I spent a large portion of the day helping Danielle set up SharePoint calendars. I had to copy all of the dates, times and activities from the old calendars to the new ones. This task was monotonous but that is something that I will have to deal with later in my career as there is some level of monotony in any job position.

Day 19 - 1/1/19:

Not much occurred today. On Fridays everyone seems more lax, and it seems that they put off a lot of things until Monday. Friday is also "casual day" and it doesn't really matter what the employees wear (within reason). It has also become very apparent to me that Wick (which is the sector of the building where pediatrics is located) is poorly located. It is in the center of the main offices which means that there is frequently children making a lot of noise (screaming, crying,

etc) in the lobby or in the pediatric rooms. I think that this is problematic because it distracts everyone from their work.

Day 20 - 1/4/19:

The entirety of my workday was spent at CHC's center in Malone. My Site supervisor was there assisting them with their IT related needs. I rode down with the facilities manager. At the Community Health Center in Malone I spent the day assembling about 15 chairs for the lobby and carrying the old ones to a storage unit in the back of the building. I also assisted in hanging cork boards, a baby changing station, and things of that nature. I didn't mind doing these maintenance related activities though I wish I had gotten to observe what Randy was doing as that is what I am doing this internship for. I got to see this organization's Malone location and it is very similar to the one here in Canton if not a little nicer. The staff there also behave almost identically to the people here in Canton in regards to their workflow and their manner in general. I did not get back to the Community Health Center in Canton until about 4:30.

Week 5:

Day 21 - 2/7/19:

I think about 1/3 of this building is actually heated (conservative estimate) but I digress. Today I assisted the CEO's assistant because she was not able to create PDFs with Adobe PDFMaker. I simply repaired the software via the repair option under the help menu. Throughout the day I helped people with little things such as this (as I do everyday).

I've been working on feedback for Anne (the CEO) but I am having some trouble quantifying my experience and coming up with *constructive* feedback.

Day 22 - 2/8/19:

I did no substantial IT work today. I mainly just worked on my online portfolio and some of the internship reports. I know I'm expected to write a detailed explanation of all of the non-entry level Information Technology related experience I received, but that just didn't occur.

Day 23 - 2/11/19:

My Site Supervisors tell me that they will find more for me to do. Randy has also mentioned that there is a lot to do but it is above my skill set. I don't know if this is true as he doesn't specify what this work entails. I am trying to get as much done as I can with the time I have here. I think that they are somewhat at a loss as to what to do with me.

Day 24 - 2/12/19:

I backed up user data from old laptops. This was done by copying the user profile from the C drive and transferring it to a network folder named "user backup". This is done so that they can save potentially valuable user data if the organization needs it later.

I updated excel documents located on their network that keeps track of their equipment in inventory. They do this so that they know exactly who was assigned what piece of equipment and where it can be next.

Day 25 - 2/18/19:

Today I learned about Windows Credential Manager. Credential Manager is where Windows stores log-in credentials like usernames, passwords, and addresses. This information can be saved by Windows on the local computer or on other computers in the same network. This data can be used by Windows itself or by apps and programs. Credentials are in categories which are Windows Credentials, Certificate-Based Credentials, Generic Credentials, and Web Credentials.

Week 6:**Day 26 - 1/19/19:**

Today my Site Supervisor taught me about data migration of a file server. We were migrating the active directory of windows 2008 to windows 2016. In the process of this I also learned about Windows Powershell. This task is actually pretty simple and there are multiple ways to do it. The Microsoft File Server Migration Toolkit is very useful in completing this task.

Day 27 - 1/20/19:

Most of the day was spent working with ECW (EClinicalWorks). ECW provides electronic medical record (EMR), practice management and personal health record software and services to healthcare facilities. There are many components to ecw and many people find it difficult to use sometimes because the interfaces are not very intuitive. Health professionals sometimes cannot find patient records (which is a pretty significant issue). The support staff at ECW isn't great. Though ECW is a bit of a mess the center relies on it completely for keeping medical records and the like.

Day 28 - 1/21/19:


I spent most of the day working on internship feedback for Ann so that they can be more prepared for future interns. I also assisted “clients” with helpdesk related activities as I do everyday. Mainly just things like resetting equipment and showing them how to navigate file systems. I also sat in on a “meeting” with my site supervisor and a salesman trying to sell the organization “Brother” printers and some unheard of brand phone system. I think this was valuable experience for me because my site supervisor asked him many specific, technical questions and handled the meeting well. Of course he did not decide to consider speaking with his supervisor to switch to any new brand because the system in place works well.

Day 29 - 1/22/19:

My site supervisor and I shows a Doctor how to configure his vpn so that he can work remotely because he travels a lot and is going to Costa Rica soon. It is important to teach these medical professionals about certain aspects of the technologies they have to work with. I gained valuable knowledge about how to talk to people in important positions such as a doctor. These people can sometimes be the most difficult to work with because their station is very significant and they get frustrated quickly as they are very busy.

Day 30 - 1/26/19:

I installed active directory on the computer provided to me and disabled old users (students who had been working in the clinic). This is done as a security measure so that old students cannot access the Community Health Center’s records.

 Find Users, Contacts, and Groups

File

Edit

View

Find: Users, Contacts, and Groups

In: cpnorthcountry.org

Browse...

Users, Contacts, and Groups

Advanced


Name: Isabelle Young

Description:


Find Now

Stop

Clear All



Search results:

Name	Type	Description
 Isabelle Young	User	Student

<

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1 item(s) found