

**SUNY-Canton
CITA480 IT Internship
Internship Experience**

Weekly 40 Hour Report

Name of student: Deven Grant

Date submitted: 1/16/19

Organization: CHC of the North Country

Period worked – 8am to 4pm | 1/10/19 → 1/16/19 (not including weekend)

Total hours worked: 40

Mentor: Randy Alexander

Respond thoroughly to each of the following. All headings and subheadings must appear in your report. Number and letter each entry as indicated below:

1. Description of activities you engaged in this period.
 - a. Describe your activities in detail.

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.

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.

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).

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.

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.

- b. Include your reactions to these activities and to your clients and peers.
- c. Were you supervised during these activities?

I was supervised through most of the tasks I performed that I was not already familiar with.

- i. If yes, describe the supervision and include your reaction to your supervisor and supervision.

My supervisor(s) would assign me a task and then watch me do it while lending me advice or answering my questions. My reaction to my supervision was positive as it was very helpful and informative without being overly critical.

- ii. If no, describe your activities when you were not supervised and your reactions.

N/A

2. What exactly did you learn through these activities?

- a. Related to your specific organization

I learned more about imaging software, and how to properly deploy desktops and phones based on the organizations needs.

- b. Related to other “professionals” with whom you had contact

I got to observe the tasks that need to be performed by a System Administrator and an IT technician. I also learned how IT professionals behave in general.

- c. Related to your clients

I became familiar with the layout of the Health Center and the Employees who work there. I Discerned who I would be working with the most frequently and which faculty would require the most maintenance.

3. Can you identify any specific patterns or practices found at any organization during your work?

- a. Describe the patterns or practices found at each organization.

There is an emphasis placed on the security of systems as is to be expected considering they keep patient records and information.

- b. Is the pattern/practice useful for the organization? Is it ethical?

I would say that their practices are useful to the company due to the fact that they help them do their job more efficiently/effectively. Yes it is ethical as they follow all protocols/requirements expected of any medical institution.

4. What activities do you expect to be engaged in during the next 40 hours of internship work?

I expect to be doing more technician related activities as needed by my supervisor and doing more imaging. I also expect to be doing more with the organizations servers such as organizing them, connecting them, and so on.

5. What do you expect to learn through these activities?

a. Related to your specific organization

I expect to learn more about the organization in a general sense, as in, meeting more of the employees and becoming more acquainted with the facility in general.

b. Related to other “professionals” with whom you had contact

I expect to learn more networking related aspects of my supervisor’s job.

c. Related to your clients

I expect to become more acquainted with my clients and expect to be able to assist them better as a result.

6. What do you want to learn? Have you communicated this to your supervisor?

I would like to learn more about the security related aspects (such as their VPN network and so on) of what they do and have communicated this to my supervisor early in my internship.

**SUNY-Canton
CITA480 IT Internship
Internship Experience**

Weekly 40 Hour Report

Name of student: Deven Grant

Date submitted: 1/24/19

Organization: CHC of the North Country

Period worked – 8am-4pm | 1/17/19-1/23/19

Total hours worked: 40

Mentor: Randy Alexander & Danielle Lynardakis

Respond thoroughly to each of the following. All headings and subheadings must appear in your report. Number and letter each entry as indicated below:

1. Description of activities you engaged in this period.

a. Describe your activities in detail.

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.

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.

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.

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.

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.

c. Were you supervised during these activities?

No, I was not supervised for most of the activities I performed.

i. If yes, describe the supervision and include your reaction to your supervisor and supervision.

N/A

ii. If no, describe your activities when you were not supervised and your reactions.

My site supervisor(s) gave me several tickets throughout the week to work on with no supervision which was not a problem. The tickets they give me are usually just a client complaining of trivial problems they are having with their PCs. I usually know what to do in such cases but if I don't a quick google search yields helpful results. I was also unsupervised when completed the port mapping which was also not a problem as everyone I have encountered are pleasant.

2. What exactly did you learn through these activities?

a. Related to your specific organization

I learned more about the procedures related to my organization. Such as the need to backup data and erase some old data in accordance with policy.

b. Related to other "professionals" with whom you had contact

I better understand how IT professionals perform in a workplace. I am also developing a grasp on how to build a rapport with clients.

c. Related to your clients

I got to learn more about my clients in general and what problems which clients have the most frequently. I'm also learning how to communicate with clients more effectively as an IT professional.

3. Can you identify any specific patterns or practices found at any organization during your work?

a. Describe the patterns or practices found at each organization.

I would say the organization for which I am interning practices effective communication. They always get all the details if there is a problem and they always follow up usually at least twice.

b. Is the pattern/practice useful for the organization? Is it ethical?

These practices are very useful as they allow for better workflow with clients and each other. Yes, I think it is ethical.

4. What activities do you expect to be engaged in during the next 40 hours of internship work?

I expect to be engaging in more of the same work I've been doing. Though, I also expect to engage in newer situations as they arise. I think that in the future I will be dealing with issues that are somewhat more advanced.

5. What do you expect to learn through these activities?

a. Related to your specific organization

I expect to continue to learn more about the organization in general as there is probably a lot that I still don't know. I expect to be able to better identify how to fix problems specifically related to the programs and equipment they use as a medical institution.

b. Related to other “professionals” with whom you had contact

I think that I will continue to get a better grasp of how an IT professional should behave in their workplace.

c. Related to your clients

I expect to meet more of my “clients” through my normal day to day activities and hopefully build a more productive working relationship with them.

6. What do you want to learn? Have you communicated this to your supervisor?

I would like to learn more of what my site supervisors do on the server side of things. I would also like to learn more about the IT field (in general) from my mentors as they have been in it for a while. I have communicated this to my supervisor(s).

**SUNY-Canton
CITA480 IT Internship
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Weekly 40 Hour Report

Name of student: Deven Grant

Date submitted: 1/2/19

Organization: CHC of the North Country

Period worked – 8am-4pm | 1/24/19 - 1/30/19

Total hours worked: 40

Mentor: Randy Alexander & Danielle Lynardakis

Respond thoroughly to each of the following. All headings and subheadings must appear in your report. Number and letter each entry as indicated below:

1. Description of activities you engaged in this period.

a. Describe your activities in detail.

Day 24 - 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 25 - 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 26 - 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 27 - 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 28 - 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.

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

c. Were you supervised during these activities?

I was not directly supervised during the majority of my activities.

i. If yes, describe the supervision and include your reaction to your supervisor and supervision.

N/A

ii. If no, describe your activities when you were not supervised and your reactions.

I had no trouble with almost every activity I performed unsupervised. If I did have difficulties my site supervisors would be available to answer my questions.

2. What exactly did you learn through these activities?

a. Related to your specific organization

I learned more about what direction the organization is moving to in the future. They are implementing more progressive applications and practices.

b. Related to other “professionals” with whom you had contact

I observed and experienced what IT professionals do during their workday when there are no immediate problems to work on. Because of this I got to learn that, during downtimes like these, that it is good to reflect on what is going on in the organization and how it could be improved.

c. Related to your clients

I learned more about how to speak to clients who do not understand IT jargon. It is helpful to speak to them in terms they are familiar with which can be challenging when describing a technical problem.

3. Can you identify any specific patterns or practices found at any organization during your work?

a. Describe the patterns or practices found at each organization.

I've noticed that my site supervisors work remotely interchangeably so that they don't both have to be there everyday.

b. Is the pattern/practice useful for the organization? Is it ethical?

Yes this practice is useful because there are only two of them and working this way gives at least one of them a break on any given day. This could help them avoid burnout. Yes, it is ethical.

4. What activities do you expect to be engaged in during the **next** 40 hours of internship work?

I expect to be engaged in more of the same work I've already been doing and new things related to their other branches in Malone, Gouverneur, etc.

5. What do you expect to learn through these activities?

a. Related to your specific organization

I expect to learn more about the organization and how it operates in general as I have been throughout this whole experience. I expect to become even more acquainted with my clients as we become more familiar.

b. Related to other "professionals" with whom you had contact

I expect to better understand what they do and the best practices to get their regular work done. I also expect to be involved in new situations and learn from them.

c. Related to your clients

I expect to become more familiar with my clients (I have already built a rapport with many of them).

6. What do you **want** to learn? Have you communicated this to your supervisor?

I would like to learn more about the marketing aspect of the company and speak to them about their web page/presence. I have communicated this to the CEO (Anne) when she came to speak with me and I have a meeting set up with the head of marketing.

**SUNY-Canton
CITA480 IT Internship
Internship Experience**

Weekly 40 Hour Report

Name of student: Deven Grant

Date submitted: 2/7/19

Organization: CHC of the North Country

Period worked – 8am-4pm | Monday-Friday

Total hours worked: 40

Mentor: Randy Alexander & Danielle Lynardakis

Respond thoroughly to each of the following. All headings and subheadings must appear in your report. Number and letter each entry as indicated below:

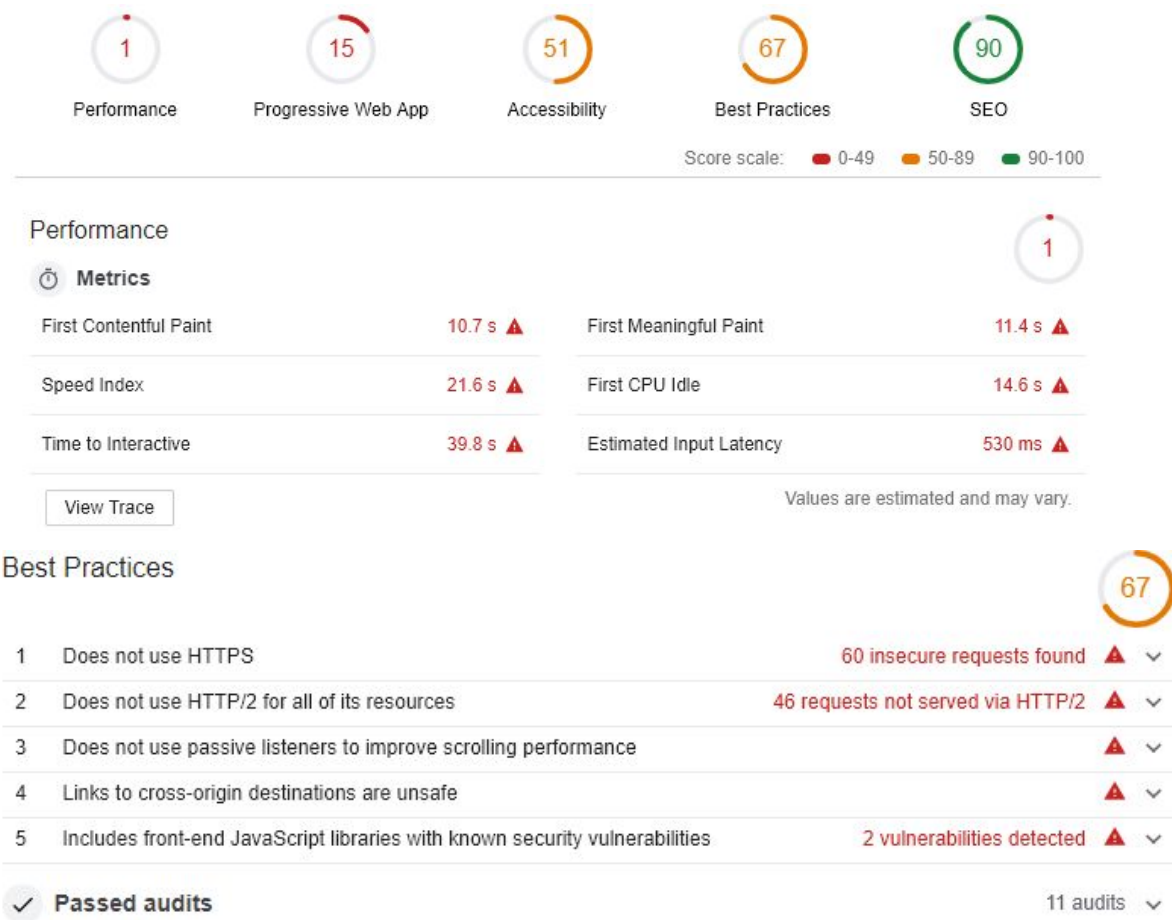
1. Description of activities you engaged in this period.

a. Describe your activities in detail.

Day 29 - 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":



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 30 - 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 31 - 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 31 - 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 32 - 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.

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

. Were you supervised during these activities?

Like almost always, I received only limited supervision during my activities.

i. If yes, describe the supervision and include your reaction to your supervisor and supervision.

ii. If no, describe your activities when you were not supervised and your reactions.

Every task I performed was relatively straightforward and painless. My Site Supervisors are pretty good at not assigning me anything that I would have too much difficulty with.

2. What exactly did you learn through these activities?

a. Related to your specific organization

This week I got to go to the organization's Malone branch. There, I got to see that the branches of their organization function pretty much identically to their main Center. This is a very good thing as the uniformness of their centers gives their patients and employees a uniform experience.

b. Related to other "professionals" with whom you had contact

I got to work with the facilities staff in Malone and they are all professional and competent in their work. They also provided me with adequate guidance.

I also got to learn some things about marketing during my meeting with the head of marketing. He described to me some principles of marketing and how people respond to different methods. I am receiving more experience in having meetings as I have not had many before my internship.

c. Related to your clients

I have honestly not learned anything new this week in regard to my "clients". It seems that the working relationship with my clients and I has been established and for the most part has become routine.

3. Can you identify any specific patterns or practices found at any organization during your work?

a. Describe the patterns or practices found at each organization.

As previously mentioned I noticed that their branches are run uniformly. This assures that patients receive a consistent experience and employees have similar work experiences. I think that if employees were to change locations they would have minimal difficulty adjusting.

b. Is the pattern/practice useful for the organization? Is it ethical?

This practice is very useful for the aforementioned reasons. There is nothing unethical about it.

4. What activities do you expect to be engaged in during the **next** 40 hours of internship work?

I expect I might get to see some of their other branch locations like Govenuer. I also expect to be doing more of the same and might get to interact with other departments. I also may work more with the head of marketing in regards to their web needs.

5. What do you **expect** to learn through these activities?

a. Related to your specific organization

I expect to learn more about the other branches of CHC and what particular needs they have related to IT.

b. Related to other “professionals” with whom you had contact

I expect to learn more about professionals in other departments as I have with Facilities and how their job relates to IT.

c. Related to your clients

In all honesty, I am not sure what to expect to learn from my “clients” as they are all relatively unique and sometimes surprise me with what they have to say.

6. What do you **want** to learn? Have you communicated this to your supervisor?

I would still like to learn more about the marketing aspect of what they do especially the web marketing. I have not yet communicated this to my supervisors.

**SUNY-Canton
CITA480 IT Internship
Internship Experience**

Weekly 40 Hour Report

Name of student: Deven Grant

Date submitted: 2/19/19

Organization: CHC of the North Country

Period worked – 8am-4pm | Monday-Friday

Total hours worked: 35

Mentor: Randy Alexander & Danielle Lynardakis

Respond thoroughly to each of the following. All headings and subheadings must appear in your report. Number and letter each entry as indicated below:

1. Description of activities you engaged in this period.
 - a. Describe your activities in detail.

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.

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.

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.

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.

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.

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

c. Were you supervised during these activities?

I was not directly supervised during the majority of my activities.

i. If yes, describe the supervision and include your reaction to your supervisor and supervision.

ii. If no, describe your activities when you were not supervised and your reactions.

I had no trouble with almost every activity I performed unsupervised. If I did have difficulties my site supervisors would be available to answer my questions.

2. What exactly did you learn through these activities?

a. Related to your specific organization

I learned more about what direction the organization is moving to in the future. They are implementing more progressive applications and practices.

b. Related to other “professionals” with whom you had contact

I observed and experienced what IT professionals do during their workday when there are no immediate problems to work on. Because of this I got to learn that, during downtimes like these, that it is good to reflect on what is going on in the organization and how it could be improved.

c. Related to your clients

I learned more about how to speak to clients who do not understand IT jargon. It is helpful to speak to them in terms they are familiar with which can be challenging when describing a technical problem.

3. Can you identify any specific patterns or practices found at any organization during your work?

a. Describe the patterns or practices found at each organization.

I’ve noticed that my site supervisors work remotely interchangeably so that they don’t both have to be there everyday.

b. Is the pattern/practice useful for the organization? Is it ethical?

Yes this practice is useful because there are only two of them and working this way gives at least one of them a break on any given day. This could help them avoid burnout. Yes, it is ethical.

4. What activities do you expect to be engaged in during the **next** 40 hours of internship work?

I expect to be engaged in more of the same work I’ve already been doing and new things related to their other branches in Malone, Gouverneur, etc.

5. What do you **expect** to learn through these activities?

a. Related to your specific organization

I expect to learn more about the organization and how it operates in general as I have been throughout this whole experience. I expect to become even more acquainted with my clients as we become more familiar.

b. Related to other “professionals” with whom you had contact

I expect to better understand what they do and the best practices to get their regular work done. I also expect to be involved in new situations and learn from them.

c. Related to your clients

I expect to become more familiar with my clients (I have already built a rapport with almost all of them).

6. What do you **want** to learn? Have you communicated this to your supervisor?

I would like to learn more about the other branches of the organization that I have not seen yet. I would also like to know more about how their going to implement their IT infrastructure in their new Ogdensburg location. My Site Supervisor has discussed this with me and has told me about the other location and a little about the new building.

**SUNY-Canton
CITA480 IT Internship
Internship Experience**

Weekly 40 Hour Report

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Date submitted: 2/28/19

Organization: CHC of the North Country

Period worked – 8am-4pm | Monday-Friday

Total hours worked: 35

Mentor: Randy Alexander & Danielle Lynardakis

Respond thoroughly to each of the following. All headings and subheadings must appear in your report. Number and letter each entry as indicated below:

1. Description of activities you engaged in this period.
 - a. Describe your activities in detail.

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

1 item(s) found

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

. Were you supervised during these activities?

As has been the case, I received only limited supervision during my activities.

i. If yes, describe the supervision and include your reaction to your supervisor and supervision.

ii. If no, describe your activities when you were not supervised and your reactions.

Every task I performed was relatively easy. I think I am getting a better handle on how to work in a professional IT environment.

2. What exactly did you learn through these activities?

a. Related to your specific organization

I've learned more about eClinicalWorks which is used widely in the medical field and is extremely important because it stores sensitive information. If I every work in the healthcare sector of IT this will be advantageous to know.

b. Related to other "professionals" with whom you had contact

I have more experience with how IT professionals should behave in the workplace. I have also learned more about how to handle difficult clients.

c. Related to your clients

I have worked more closely with doctors and have experienced how I have to work with more "important" clients differently.

3. Can you identify any specific patterns or practices found at any organization during your work?

a. Describe the patterns or practices found at each organization.

As mentioned the center uses eClinicalWorks to store patient information remotely. This practice allows the center to store information in the cloud and save space.

b. Is the pattern/practice useful for the organization? Is it ethical?

eClinicalWorks has some shortcomings but it is the biggest software on the market for storing patient records so it is a necessary evil. I have read some troubling things about the company that may impact whether or not it is “ethical” to use but for the most part I think it is as it allows for greater efficiency.

4. What activities do you expect to be engaged in during the **next** 40 hours of internship work?

I have been told that I might get to go to the Watertown branch and work in the ogdensburg branch while their implementing the IT infrastructure.

5. What do you **expect** to learn through these activities?

a. Related to your specific organization

I expect to learn more about the other branches of CHC and what particular needs they have related to IT.

b. Related to other “professionals” with whom you had contact

I expect to learn more about professionals in other departments and how their job relates to IT.

c. Related to your clients

I expect to meet more clients that work at other branches of the organization.

6. What do you **want** to learn? Have you communicated this to your supervisor?

I would like to go to the Ogdensburg center that is being built and see how they implement their information technology needs