Intern Open House Final Presentation

Intern Expos

Presentation Title: "Technical Support Engineer Internship - Final Report"
Name: Sunday Ekhasomi
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Introduction and Overview

Day One:

On my first day, my manager outlined the Temple Support team's role: maintaining AV devices across temples, preempting issues, and striving for a "Zero Touch" approach. He emphasized my contribution to monitoring for this goal.

Important Tools:

Three main important tools I used were

- Splunk (Cloud Monitoring Device)
- Microsoft Power Automate (Automation Tool)
- PowerShell (Scripting Language)

Some Exciting Projects I Worked On

Some exciting project I worked on in collaboration with other engineers involves the following.

- Diagnostic Tools Dashboard
- 10-Day Crash Report
- Knowledge Base Documentation
- Integration of Splunk and ServiceNow Management

- **Diagnostic Tools Dashboard**

The Diagnostic dashboard, built with Splunk, facilitates efficient troubleshooting of Temple AV engineering devices by providing insights from event logs. This project aims to streamline support engineer efforts, saving time and minimizing troubleshooting complexities.

- **10-Day Crash Report (Splunk)**

My internship gave me an opportunity to learn a new and very important tool (Splunk). For this project, the 10-Day Crash report, report important Windows Events logs on a 10-day period of device performance, usually this report is generated using PowerShell script on an Excel spreadsheet, but now can easily be reported and views on a Splunk Dashboard without any form of manipulation on the data.

- **Knowledge Base Documentation**

The knowledge base article pose a very important part of our day-to-day task, this is important because we want to keep a record of the step-by-step solutions on various problems we oversee for future reference by new employees, Interns, TFM etc.

- **Integration of Splunk and ServiceNow Management**

To expedite incident response, we're automating ticket assignment to site stewards when alerts are triggered by Splunk. This streamlines the process, reduces manual work, and enhances efficiency and responsiveness in managing incidents.

All these projects are gear towards the overall goal (Zero Touch), and very important to the support team daily operations.

Search   Dashboards ▾   **Views ▾**   Searches & Reports ▾   App

TPL TAV - 5 y's Diagnostic Dashboard

Edit   Export ▾   ...

Time Selector	HostName Abbr List	Host Name Selector	Timechart Span Timeframe
Last 24 hours ▾	GILAV ✕	All ✕ GILAVROOM7 ✕	1 Hour ▾

Submit   Hide Filters

Event Type Selector

Available Memory ▾

Keep Alive Items

App Log - Hourly / Daily Check In Stats

1.2
1.2
1.2
1.2
1.2

11:00 AM   7:00 PM   3:00 AM
Mon Apr 1   Tue Apr 2
2024
_time

▮ GI...R1   ▮ GI...R9   ▮ GI...M1   ▮ GI...M2
▮ GI...M7

App Log - Hourly / Daily Check In Stats

MST_Timezone ⇕	Host ⇕	event_message ⇕
04/01/24 11:00:54	GILAVROOM7	Available Memory 30433.5 MB, Total Memory 34190.3, Handles 51047, Processes 153, Threads 1194
04/01/24 11:44:06	GILAVMONITOR9	Available Memory 30077.2 MB, Total Memory 34190.3, Handles 55882, Processes 162, Threads 1412
04/01/24 11:44:33	GILAVMONITOR1	Available Memory 29638.1 MB, Total Memory 34190.3, Handles 70888, Processes 162, Threads 1429
04/01/24 11:44:36	GILAVROOM1	Available Memory 30254.6 MB, Total Memory 34190.3, Handles 52415, Processes 156, Threads 1247
04/01/24 11:58:22	GILAVROOM2	Available Memory 30323.4 MB, Total Memory 34190.3, Handles 52176, Processes 156, Threads 1246
04/01/24 12:00:54	GILAVROOM7	Available Memory 30435.1 MB, Total Memory 34190.3, Handles 51122, Processes 153, Threads 1198
04/01/24 12:44:06	GILAVMONITOR9	Available Memory 30073.0 MB, Total Memory 34190.3, Handles 55979, Processes 162, Threads 1411
04/01/24 12:44:33	GILAVMONITOR1	Available Memory 29636.9 MB, Total Memory 34190.3, Handles 70786, Processes 162, Threads 1400
04/01/24 12:44:37	GILAVROOM1	Available Memory 30257.6 MB, Total Memory 34190.3, Handles 52547, Processes 156, Threads 1266

10 Day Crash Report

Edit   Export ▾   ...

Time Selector   Temple Abbr List   ComputerName Selector

Last 7 days   ▾   All ✕   All ✕   Hide Filters

High Level View

Crashes By PC Count

ComputerName ⇕	count ⇕
*** Grand Total ***	1,035
COLSCROOM7	724
APIA_ROOM7	34
URDANROOM1	15
HALIFROOM1	11
SAPPOMONITOR9	7
SAPPOMONITOR1	6
SPEDRROOM2	6
COLJUROOM1	5
COLJUROOM7	5

« Prev **1** 2 3 4 5 6 7 8 9 10 Next »

Crashes By Site Count

Site ⇕	count ⇕
*** Grand Total ***	1,035
COLSC	732
APIA_	35
URDAN	25
SAPPO	18
HALIF	16
COLJU	15
PROD7	12
LIMLO	11
BRASI	10

« Prev **1** 2 3 4 5 6 7 8 Next »

MY Best Takeaway

- No Pressure when you first start, move slow and steady, as far you are moving, you're good.
- Technical Proficiency: I gained hands-on experience and mastery of Splunk, a powerful/valuable tool in IT industry.
- Project Management: You've worked on several projects from conception to completion, which has honed my project management skills. This includes planning, executing, monitoring, and closing projects.
- Teamwork and Collaboration: Working as part of a team towards a common goal (Zero Touch) has likely improved your teamwork and collaboration skills.

Conclusion and Q&A

These projects not only allowed me to apply and enhance my technical skills but also contributed significantly to the team's efficiency and effectiveness. I have learned useful skills going forward. I have master using the Splunk tools, and I have come to love it. I look forward to using my Splunk knowledge on a broader scale in helping organization like the church in optimizing their processes.