Intern Open House Final Presentation

Intern Expos

Presentation Title: "Technical Support Engineer Internship - Final Report"

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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.

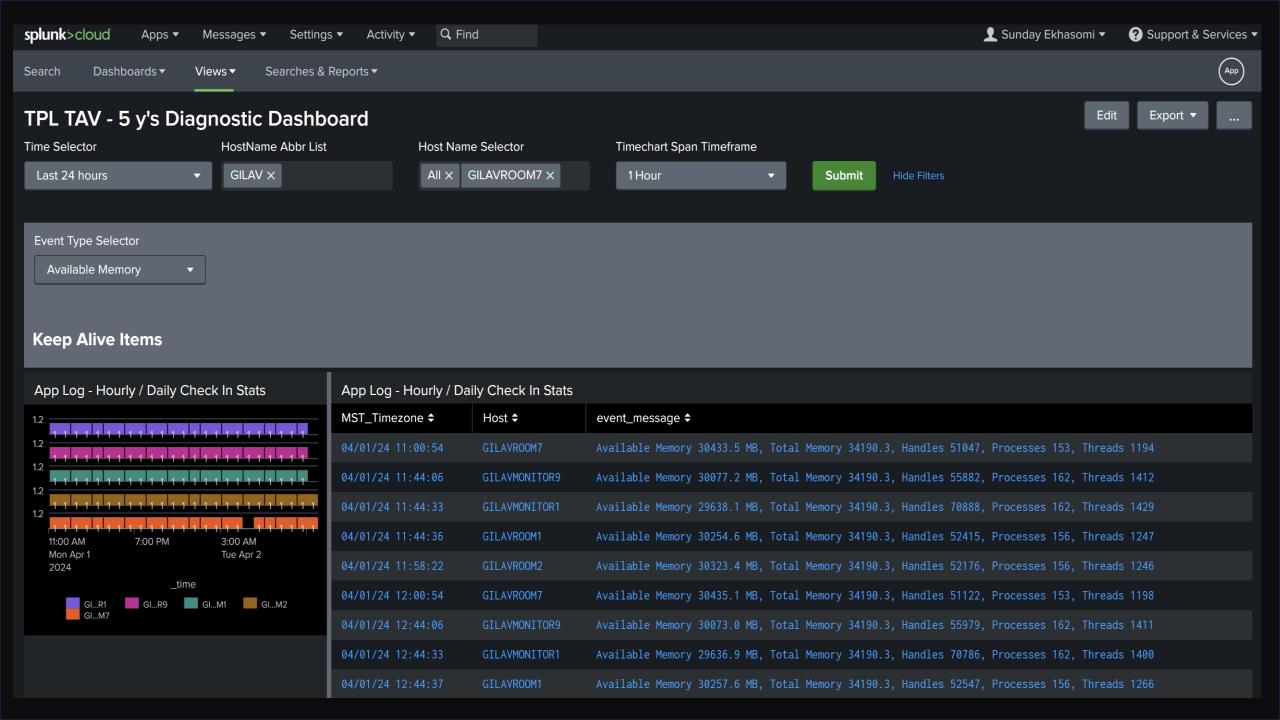
Knowledge Base Documentation

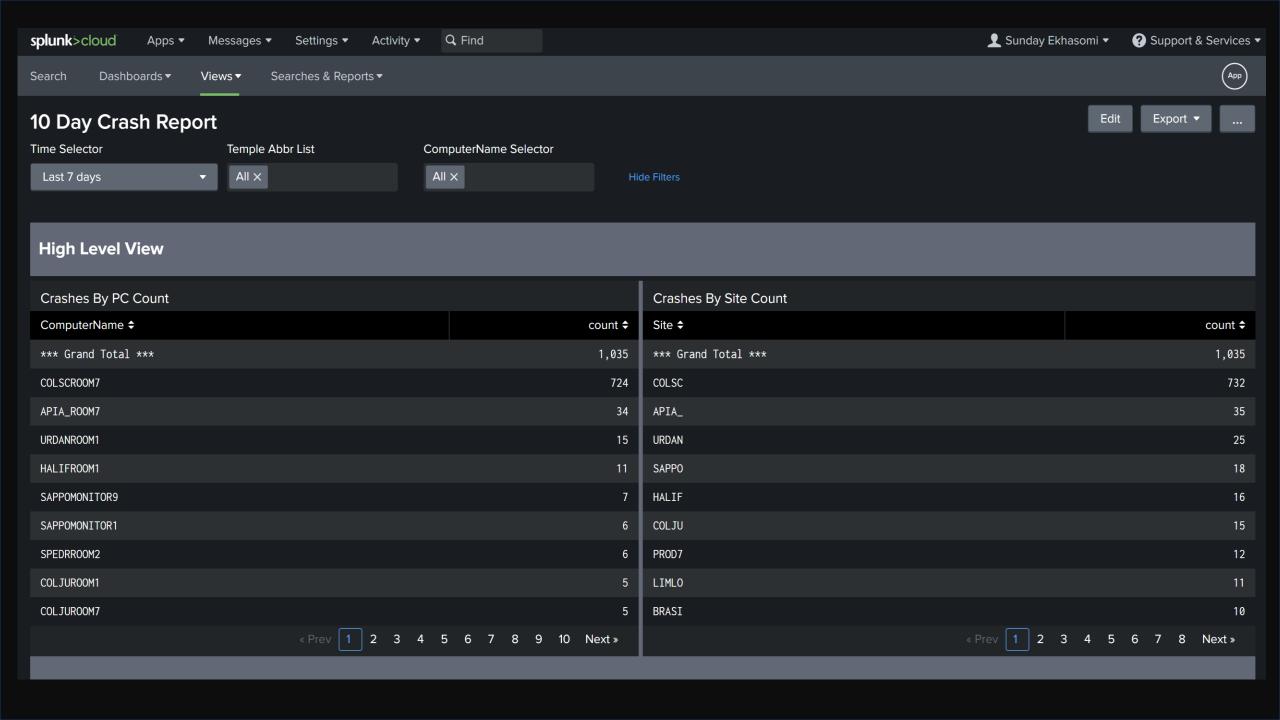
The knowledge base article pose a very important part of our day-to-day task, this is important because we want to keep a record of the step-by-step solutions on various problems we oversee for future reference by new employees, Interns, TFM etc.

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.





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.