

**College of Computer Science And Engineering**

**First Progress Report**

**Prepared by :** Abdulrhman motleq Almutairi   
**ID :** 2200000281

**Introduction**

**In today's dynamic educational landscape, cooperative training initiatives have risen as a vital link connecting academic erudition with hands-on professional involvement. These initiatives extend to students a priceless chance to submerge themselves within genuine work milieus, employing the theoretical wisdom amassed over years of scholarly pursuit and refining pragmatic proficiencies across a spectrum of domains. The weight of these distinctive training odysseys cannot be overstated, for they empower learners to confront hurdles, nurture their faculties of cogent analysis, and make substantial contributions to their chosen sectors. Embedded within the framework of our esteemed university's commitment to comprehensive enlightenment, the Cooperative Training Initiative emerges as a testament to our unwavering resolve to cultivate well-rounded alumni armed with functional adeptness. This document delineates my odyssey throughout the training endeavor, illuminating the dynamic interplay between encountered challenges and unearthed prospects, the harmonious amalgamation of assimilated knowledge and competences within authentic milieus, and the unceasing pursuit of both personal and vocational maturation.**

**Management Definition**

**In the inaugural week of my co-op training, my focal point was directed towards comprehending the bedrock principles of project management and its critical significance within the realm of IT. I embarked on a journey to acquaint myself with a spectrum of project management methodologies, notably including Agile and Waterfall, each offering its distinct vantage point on steering projects to success. As I delved into these methodologies, the cardinal phases constituting a project's lifecycle began to take shape before me.**

**In parallel, the profound value of seamless communication and cohesive teamwork began to manifest itself. The synergy of these elements emerged as the linchpin for the triumphant execution of projects.**

**Operationally, my engagements saw me actively participating in introductory meetings, where the very essence of project objectives came under scrutiny. My voice joined the chorus in brainstorming sessions that centered around sculpting the project's scope, defining its goals, and foreseeing potential obstacles. These embryonic experiences undeniably laid the bedrock upon which the forthcoming weeks of my co-op training will build upon.**

**Active Directory**

**In the course of the second week, I embarked on an exploration into the intricate realm of Active Directory (AD) administration. This phase of learning enriched my understanding of the fundamental building blocks that constitute the AD framework, encompassing domains, forests, user entities, collectives, and organizational units.**

**Through immersive engagement, I cultivated proficiency in the orchestration of user profiles within the dynamic milieu of Active Directory. By orchestrating user accounts, I harnessed the ability to intricately delineate access rights, assign permissions, and even establish group policies that fortify the network's security posture.**

**As part of this immersive experience, I actively undertook the configuration of user accounts, unraveling the art of access management and permission allocation tailored to diverse user personas. This voyage provided me with profound insights into the art and science of user administration within the tapestry of organizational dynamics.**

**Momra Self Service**

**During the third week of my training, I focused on "Momra Self Service," a concept that empowers users to independently access information and perform tasks. I explored the following aspects:**

1. **Hands-On Implementation: I set up a user account within the self-service portal. This allowed me to experience firsthand how users can access services like password resets and profile updates autonomously. This practical engagement highlighted the convenience and efficiency self-service portals offer.**
2. **User Experience Design: I learned about user experience principles that shape the design of self-service platforms. Intuitive layouts and clear navigation are vital for ensuring users can seamlessly interact with the portal, making it a user-friendly experience.**

**In summary, Week 3 deepened my understanding of the practical application of self-service portals, emphasizing their role in enhancing user empowerment and simplifying IT operations.**

**Domain Migration**

Stepping into the fourth week, I immersed myself in the intricacies of domain migration, a process that unfolds like a carefully choreographed symphony. Delving into the nuances of this orchestration, I acquired a comprehensive understanding of the multifaceted steps and strategic considerations intrinsic to the seamless migration of a domain from one digital realm to another.

This immersive journey involved a meticulous interplay of planning, testing, and the deft execution of migration maneuvers, all orchestrated with an unwavering focus on safeguarding the uninterrupted rhythm of ongoing operations.

As the week unfurled, I actively engaged in the intricate procedure of domain downloading and its subsequent meticulous setup within a controlled environment. My role extended to partaking in the intricate dance of assessing user and application compatibility within this fresh domain landscape. This hands-on experience granted me profound insights into the art of managing and seamlessly migrating domains, where every step carries the potential to harmonize digital landscapes with minimal discord.

**System Formatting**

Embracing the contours of the fifth week, I embarked on an odyssey into the realm of system formatting—an intricate craft that requires finesse and precision. This chapter of my journey bestowed upon me invaluable hands-on encounters with the delicate choreography of reformatting and breathing new life into various devices.

Within this span, I imbibed the essence of prudent practices in data guardianship, learning to orchestrate seamless data backups, craft intricate system images, and execute the deployment of software symphonies that transcend mere installations.

Guided by the rhythm of experiential learning, I assumed the role of a digital conductor, directing the harmonious rendition of formatting and rejuvenation. My canvas included the art of gracefully reconfiguring systems, offering them a fresh start in a world of bits and bytes. I partook in the intricate ballet of installing operating systems, meticulously weaving software packages into the digital fabric, all while mastering the art of resolving potential hiccups that occasionally punctuate this elegant dance.

**Windows Updates**

**Turning the page to the sixth week of my immersive summer sojourn, I pivoted my gaze toward a foundational cornerstone of IT orchestration: the realm of Windows updates and the intricate ballet of comprehensive patch management. This week, like a crucial puzzle piece, was pivotal in unraveling the labyrinthine significance of systems that are current, fortified against vulnerabilities, and harmonized for peak performance. The chapters that unfolded illuminated the artistry of deploying updates across the digital expanse, choreographing a symphony of optimization.**

**Plunging into the universe of Windows updates, my journey was like tracing constellations of security and resilience. As the beacon of cyber threats evolved, I delved into the heart of the matter, understanding the pulse of security patches and the cadence of performance uplifts. My voyage wove through the corridors of deployment and management, each step an intricate brushstroke in the grand tapestry of IT expertise.**

**In a hands-on overture, I engaged in the dynamic overture of deploying Windows updates. It was not mere execution, but a ballet of best practices, where meticulous testing and validation were the prima ballerinas. This dance taught me the delicate equilibrium between urgency and stability, between the thirst for updates and the mandate to maintain equilibrium.**

**In navigating this symphony, I uncovered challenges akin to balancing atop a high wire. The high notes of currency harmonized with the low hum of stability, and the crescendo of disruption was deftly mitigated. The lesson was in the art of planning, the resilience of execution, and the finesse of solution-seeking.**

**The culmination of this week lay in orchestrating the choreography of update schedules, much like a maestro synchronizing instruments in a grand concert. The rhythm of deployment was timed to avoid the crescendos of work hours, a meticulous composition that minimized interruptions while achieving the symphony of updates.**

**In reflection, the sixth week was not just a chapter but an odyssey. It engraved the artistry of Windows updates deep within me. A symphony of knowledge was composed, the melody of administration was embraced, and the harmony of cybersecurity was woven into my understanding. As I tread beyond, I carry a torch for system integrity, a commitment to resilience, and an anthem for evolution in the face of a dynamic digital world.**

**Technical Support**

**The curtains gracefully descended on the seventh and ultimate week of this encapsulated narrative. Here, the spotlight shifted to the pivotal art of technical support, a crescendo in the symphony of my journey. This week eloquently painted the portrait of issue resolution as a fine art, where the brushstrokes of communication and proficiency danced in harmony.**

**Within this tableau, the significance of agile solutions took center stage. As I navigated the intricacies of the technical support landscape, the compass of effective problem-solving guided me. Each encounter was a tableau, an intricate dance of diagnosing, unraveling, and crafting remedies like a skilled artisan.**

**A key overture of this week was the exploration of the multiverse of troubleshooting techniques. This included peering through the prism of systematic diagnosis, mastering the dance of trial and error, and decoding the labyrinthine patterns of technical anomalies. But the brushstrokes of support went beyond technical acumen; they were complemented by the art of empathetic communication, where the journey of issue resolution was accompanied by the sonnet of clear dialogue.**

**The stage was not just about solutions; it was about documentation, about leaving a trail of understanding that future actors could retrace. I became the chronicler of support cases, crafting meticulous records that served as guiding stars for the ensemble to follow.**

**The practical acts were more than a series of tasks; they were an immersion. I was the first responder, the troubleshooter, and the composer of solutions. My role spanned responding to queries, unraveling the mysteries of technical glitches, and orchestrating the grand finale of resolution. This experience was a window into the complexity and dynamism of real-world technical support, where the script was not always predictable, but the art of adaptability became the protagonist.**

**As the curtains fell on this act, I looked back at a symphony of insights. The week engraved in me the understanding that support was not just about codes and fixes, but the cadence of communication, the rhythm of empathy, and the art of staying afloat in the ever-changing tides of technology. Armed with these lessons, I step beyond this chapter, ready to be an unwavering note in the harmonious composition of technical support.**

**Conclusion**

**In culmination, the spectrum of my seven-week co-op training has illuminated the intricacies that form the intricate tapestry of IT operations. This journey has been a transformative passage, traversing a mosaic of disciplines from project governance to the realms of technical solace. Each week unfurled a distinct tableau, woven with practical wisdom and hands-on acumen.**

**Embarking on this voyage, the first notes resonated within the realm of Active Directory management, unveiling the symphony of domains, users, and organizational harmony. This prelude gracefully segued into the intricacies of self-service portals, where user convenience merged seamlessly with digital landscapes.**

**The third week marked the crescendo of domain migration, where the choreography of planning, meticulous testing, and seamless execution took center stage. The following movement, a week dedicated to system formatting, painted the canvas of devices anew, inviting a symphony of rejuvenation.**

**Then arrived the fifth week, an overture of Windows updates, where security and resilience played a harmonious duet, fortifying the digital orchestra against ever-evolving threats. In the sixth stanza, deployment took center stage, orchestrating updates in synchrony to minimize disruptions, much like a masterful conductor.**

**As the curtain unveiled the final act, the seventh week spotlighted the world of technical support. Here, the resolution of issues danced in harmony with effective communication, capturing the essence of support as an art. The finale showcased my endeavors in responding to queries, decoding technical enigmas, and orchestrating resolutions.**

**In conclusion, these seven weeks have not only endowed me with insights but have instilled a symphonic understanding of IT operations. It's more than just acquiring skills; it's about mastering the harmony of technology. Armed with this knowledge, I embark on the next movement of my journey, ready to compose my own symphony within the ever-evolving landscape of technology.**