

**BlueSky Rotation 2 Report: Professional Growth and Learning Objectives in Digital  
Workplace Services**

Sydney E. Walter

[Walters1@ETSU.edu](mailto:Walters1@ETSU.edu)

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## **Introduction**

During my second internship rotation with BlueCross BlueShield of Tennessee I transitioned to the Digital Workplace Services team where I focused mainly on multi-tiered technical support and Digital Employee Experience (DEX) monitoring. In this rotation, my responsibilities were centered around better understanding L1, L2, and L3 troubleshooting support, user assistance, and infrastructure analysis, where I gained hands-on experience with enterprise monitoring tools like Nexthink, the ServiceNow ticketing systems, and Intune device management. Working primarily with Mike Cox, my rotation buddy and the team lead for Lvl 2.5 support, I developed proficiency in understanding escalation procedures and diagnostic methodologies across multiple support tiers. Over the course of this rotation, I engaged in a PI planning session, completed my Nexthink Associate certification, handled 2 user support tickets, and contributed to system performance analysis through crash reporting and recovery data visualizations. I also looked into why our devices on the BCBST network were out of compliance. This week, I'm getting ready to take on a small, specialized project involving Nexthink campaign research and documentation organization, which will allow me to apply my certification knowledge in a more strategic way. This report will outline my key learning objectives, applied coursework, challenges faced, and how this experience has further shaped my career trajectory in IS.

## **Learning Objectives**

One of my primary learning objectives was to gain a better understanding of EIT software platforms. This was achieved through hands-on investigation of Nexthink's various modules and reporting capabilities, where I learned to analyze employee digital experience metrics, track application performance, and generate actionable insights from user behavior data. The platform's capabilities in monitoring Citrix workspace crashes and compliance tracking provided me with a comprehensive understanding of how large organizations are able to maintain visibility into their IT infrastructure. I successfully earned my Nexthink Associate certification, which validated my ability to navigate the platform's analytics engine and interpret DEX metrics that directly impact business productivity. I am actively working towards my second Nexthink certification which primarily focuses on learning to utilize Nexthink to troubleshoot and diagnose issues before other support teams begin receiving tickets.

The second critical objective was developing a proficiency understanding multi-tiered support through hands-on L1, L2, and L3 troubleshooting experiences. Working closely with Mike Cox, I learned the steps taken to properly escalate issues based on complexity and scope, ensuring that problems were routed to the appropriate expertise level while maintaining clear documentation throughout the process. Through the ServiceNow ticketing system, I gained experience in the complete support lifecycle, from initial user contact and issue identification through the diagnostic procedures. Mike taught me how to close tickets after I had my first end-user resolution. This experience taught me the importance of clear communication in technical support roles and reinforced how proper ticket management contributes to overall efficiency.

Looking ahead to the completion of this rotation, I'm excited about the upcoming project opportunity that Mike Cox and I will be discussing. This project, likely involving Nexthink campaign documentation organization or research initiatives, represents a chance to contribute more strategically to the team's DEX optimization efforts- which really excites me! The prospect of organizing technical documentation or conducting research on Nexthink campaigns aligns perfectly with my approach to growing my expertise with the platform. Participating in PI planning for Q3 gave me firsthand exposure to how large IT organizations coordinate cross-team initiatives and manage complex project backlogs. I witnessed another RTC-to-ADO migration planning session, building on my previous rotation's experience with similar transitions. This involvement in epic creation and backlog generation provided valuable insight into how strategic IT initiatives are planned and executed across multiple quarters. Additionally, the upcoming project discussions with Mike Cox regarding Nexthink campaign research and documentation organization represent an evolution from reactive support work to proactive strategic contributions. I recognized that I could be contributing more to the team, and so I proactively did something about it. Although I should have suggested helping in more specific ways sooner than I have, I am grateful to have learned how to not wait for the "right" moment to do something- I am learning more about communicating efficiently and this was one of those times!

### **Applied Coursework**

My academic preparation at BlueSky continued to prove to be invaluable during this rotation. Server-Side Web Programming provided a wide foundation that helped me understand many infrastructure concepts I encountered, particularly when studying Docker containerization, hypervisor technologies, and virtual desktop infrastructure (These weren't required of the internship or assigned to me or anything, but I did independent research because I'd heard the terms passed back and forth). While I wasn't directly implementing these technologies, understanding the architecture behind lightweight virtualization and bare-metal hypervisors like VMware ESXi enhanced my ability to give context to certain conversations I was hearing.

My Software Engineering I coursework proved relevant when participating in PI planning sessions. Understanding how requirements gathering, scope definition, and project lifecycle management work in theory prepared me to contribute more meaningfully to certain discussions. My previous experience with Agile methodologies from rotation one allowed me to quickly adapt to the Scrum adoption processes within the DWS team. Interestingly, I learned through this internship how Scrum does not always play a major role in teams despite its adoption. For my team specifically, it is very difficult for them to implement a framework that was designed based on the lifecycle of work that they do not perform. While they do still implement it, they do it in their own way to best suit the team.

Finally, I would say that the Career Readiness in IT course equipped me with the professionalism required in an enterprise setting. Clear communication, proactive problem-solving, and time management were critical to my success- especially when navigating foreign systems or coordinating with team members across different departments.

## **Navigating Challenges**

One of the most significant challenges I faced was adapting to a completely different technical environment after becoming comfortable with web development tools in my first rotation. Moving from WCM and Azure DevOps to Nexthink and ServiceNow required learning entirely new interfaces and workflows. To overcome this, I took a proactive approach by creating a comprehensive OneNote knowledge base within my first week and migrated all my learning materials into a centralized location (Upon the suggestion of the great Mr. James Acuff). This organizational strategy proved invaluable as I accumulated notes from various meetings, training sessions, certification materials, and troubleshooting procedures.

One interesting situation I investigated, introduced to me by Mike one morning call, was when Nexthink showed 8,000 devices as non-compliant with security policies. The scale of this discrepancy was shocking to see at first, but I knew there was something “funky” going on- less serious than it looked. If it had been extremely serious, all of the bells and whistles would have been presumably going off, and I would not have been entrusted to handle such research. Mike suggested I reach out to Josh Jordan, a most savvy Nexthink user, to get his thoughts on the matter. Upon Josh’s theory, everything clicked, and I passed the idea back to Mike, where it seemed like a very “aha” moment. Nothing “big” or “threatening” – Nexthink was interpreting devices to be non-compliant because it wasn’t getting visuals on certain security software that BCBST uses.

Another challenge involved balancing multiple learning priorities while maintaining productivity in daily tasks. Between pursuing Nexthink certification, participating in PI planning, attending meetings, organizing my jumbled notes, and studying emerging technologies like Docker and NGINX in my free time, I initially struggled with time management. I addressed this by establishing a structured daily routine that allocated specific time blocks for certification study, ticket management, and exploratory learning. This approach allowed me to complete my Nexthink Associate certification.

### **Career Goals**

This rotation has significantly refined my career aspirations, particularly around infrastructure and operations roles. In the immediate future (0-2 years), I now see tremendous value in pursuing certifications in enterprise monitoring platforms like Nexthink. The hands-on experience with ServiceNow has sparked my interest in becoming a certified ServiceNow administrator, which would complement my existing DevOps skills from rotation one. At the same time, I've become motivated to deepen my understanding of virtualization technologies, building on my theoretical study of Docker, hypervisors, and VDI platforms. I would also like to become a pro at making dashboards like Mike because I really admire them!

Looking ahead 3-5 years, I envision myself having lots of great connections with various people and using Nexthink daily, maybe in a role where I manage the DEX of a company. My combined experience with content management systems, monitoring platforms, and user support has revealed how critical it is to design systems that are both technically robust and user-friendly. The insights that I gained from analyzing crash reports and compliance metrics have shown me how data-driven decisions can dramatically improve system reliability and user satisfaction. Actually, typing that sentence out struck me, because I never realized that I enjoyed data

visualization until I admitted it to myself there. I found handling data to be very unamusing in some of the previous courses I had taken- so that is very interesting. I think I have found my niche here!

Ultimately, in 10+ years, I aspire to lead digital transformation initiatives that prioritize employee experience alongside technical efficiency. My exposure to DEX concepts and Happy Signals application adoption has highlighted how employee sentiment and productivity metrics should drive infrastructure decisions. I want to be in a position here where I can advocate for technology investments that measurably improve how people work, not just how systems perform.

### **Conclusion**

Reflecting on this second rotation I'm struck by how different yet complementary it was to my first experience. While rotation one focused mostly on content management, rotation two immersed me in operations and user experience monitoring. The combination has given me a well-rounded perspective on how enterprise IT functions from multiple angles from development, deployment, monitoring, and support. The relationships I built with team leads like Mike Cox and specialists like Josh Jordan provided mentorship that extended far beyond technical training, helping me understand how to navigate complex organizational structures and collaborate effectively across departments. Mike's guidance through L1, L2, and L3 support methodologies was particularly valuable, as he helped me understand not just the technical aspects of troubleshooting, but the soft skills required for effective user communication and appropriate escalation decisions.



The certification achievement, successful ticket management, and meaningful participation in PI planning have all contributed to my growing confidence in enterprise IT environments. This rotation reinforced for me that continuous learning, whether through formal certifications, exploratory research, or simply asking thoughtful questions, is essential for success in this field. The technologies I studied independently, from Docker containerization to NGINX reverse proxies, may not have been directly applicable to daily tasks, but they broadened my understanding of how modern IT infrastructure operates.

Moving forward, I will carry forward the importance of systematic documentation, proactive communication, and user-centered thinking into future roles. This rotation was not just about learning new tools; it was about understanding how technology serves people and how effective IT operations can enhance organizational productivity. I'm excited to continue building on this foundation in whatever challenges lie ahead.