Work Logs

Date	Tasks
Week 1	
6/2	Orientation
6/3	- Solve IT problems for other interns, camera/password bugs - Organize inventory for new office move - Introduction to ServiceNow and ADP interface/functions - Tour of new office
Notes	<u>Meeting</u>: Introduction to the ANA IT Team (Leo, Joe M, Joe P, Mauro, DJ, Pranay), covered roles/duties of each person. Discussed intern project and scheduling.
Questions	1. Request TeamViewer account 2. Intern Project 3. Establish days in Week 1
6/4	- Got more familiar with and situated with ServiceNow - Helped Mauro with monitor for the new director, shipped through FedEx system - Assisted Armando with server internet/router setup at new office
Notes	<u>Meeting</u>: Shared work logs from the past week, reviewed and analyzed among the team. Went over questions and looked at task forward in the week.
Questions	1. Request access to ServiceNow Asset ITAM Overview and other dashboards
Week 2	
6/10	- Learn to put together desktop monitor stations - Troubleshooting common issues (Monitor screens, HDMI display) - Setup desktop monitors and computer accessories for new offices workspaces. (Abby, Emily) - Organize hardware inventory
Notes	
Questions	Intern Project: Web Development - Improve ASICS SharePoint IT ServiceNow Portal - Develop additional FAQ/On Your Own fix website for frequent minor IT issues - Develop instructional website for ASICS ServiceNow use

6/11	- Complete additional monitor/desktop setups for those who need - Max: Laptop camera not working and screen randomly turning off -Updated hardware drivers, manually set screen turn off time - Record inventory at 125 that can be used at 179 - Printer setup for ANA and AAC - Common Drive printer setup
Notes	
Questions	1. Intern Project ideas for Leo 2. Consult with Joe's
6/12	- Continue monitor/dock setup for ANA - Add printer connection for those who need (Tim, New Hire) - Lawyer office monitor/dock setup - Move monitor/dock/cable equipment from 125 to 179
Notes	<u>Meeting</u>: Shared work logs from the past week, reviewed and analyzed among the team. Went over questions and looked at tasks forward in the week. Talked with Leo about intern project.
Questions	
Week 3	
6/17	- AAC monitor setups - Organize monitor/cable inventory - Form intern project proposal
Notes	
Questions	

6/18	- AAC monitor setups
	- Organize monitor/cable inventory
	- Mac hdmi/usb setup
	- Intern project proposal
	  -Website outline
	  -Start building website

Notes	Half day
Questions	Present intern project proposal to Leo
6/19	Juneteenth
Notes	
Questions	

Week 4	
6/24	- ANA & ACC monitor setups (Finished) - Inventory organization - E-waste monitors, keyboard/mice, docks, cables - Begin building intern project website
Notes	- Learning more about ServiceNow functionalities - Notable dashboards - Taking care of incidents
Questions	1. Consult with Joe M about intern project

6/25	- Camille loaner set up
	  - Login, TeamViewer remote setup with Joe M.
	- Introduction to receiving, assigning, and resolving tickets
	- Susan Hoddinott: Mac driver installation for monitor compatibility
	- AAC printer mac compatibility
	  - Printer works with Windows/PC, but mac is unable to connect via IP

Notes	
Questions	1. Consult with Joe P about intern project 2. Schedule meeting with Leo to discuss intern project
6/26	- Interns mix and mingle event - Olivier Henrichot: Mac monitor software - Resolve ticket - Computer accessory distribution - AJ monitor swap
Notes	Team Meeting Project Proposal
Questions	1. Present and discuss intern project with Leo
Week 5	
6/30	

Notes	
Questions	
7/1	
Notes	
Questions	
7/2	
Notes	
Questions	