

## Work Logs

Date	Tasks
<b>Week 1</b>	
<b>6/2</b>	Orientation
<b>6/3</b>	<ul style="list-style-type: none"> <li>- Solve IT problems for other interns, camera/password bugs</li> <li>- Organize inventory for new office move</li> <li>- Introduction to ServiceNow and ADP interface/functions</li> <li>- Tour of new office</li> </ul>
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	<ol style="list-style-type: none"> <li>1. Request TeamViewer account</li> <li>2. Intern Project</li> <li>3. Establish days in Week 1</li> </ol>
<b>6/4</b>	<ul style="list-style-type: none"> <li>- Got more familiar with and situated with ServiceNow</li> <li>- Helped Mauro with monitor for the new director, shipped through FedEx system</li> <li>- Assisted Armando with server internet/router setup at new office</li> </ul>
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
<b>Week 2</b>	
<b>6/10</b>	<ul style="list-style-type: none"> <li>- Learn to put together desktop monitor stations</li> <li>- Troubleshooting common issues (Monitor screens, HDMI display)</li> <li>- Setup desktop monitors and computer accessories for new offices workspaces. (Abby, Emily)</li> <li>- Organize hardware inventory</li> </ul>
Notes	
Questions	Intern Project: Web Development <ul style="list-style-type: none"> <li>- Improve ASICS SharePoint IT ServiceNow Portal</li> <li>- Develop additional FAQ/On Your Own fix website for frequent minor IT issues</li> <li>- Develop instructional website for ASICS ServiceNow use</li> </ul>

<b>6/11</b>	<ul style="list-style-type: none"> <li>- Complete additional monitor/desktop setups for those who need</li> <li>- Max: Laptop camera not working and screen randomly turning off               <ul style="list-style-type: none"> <li>-Updated hardware drivers, manually set screen turn off time</li> </ul> </li> <li>- Record inventory at 125 that can be used at 179</li> <li>- Printer setup for ANA and AAC</li> <li>- Common Drive printer setup</li> </ul>
Notes	
Questions	<ol style="list-style-type: none"> <li>1. Intern Project ideas for Leo</li> <li>2. Consult with Joe's</li> </ol>
<b>6/12</b>	<ul style="list-style-type: none"> <li>- Continue monitor/dock setup for ANA</li> <li>- Add printer connection for those who need (Tim, New Hire)</li> <li>- Lawyer office monitor/dock setup</li> <li>- Move monitor/dock/cable equipment from 125 to 179</li> </ul>
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	
<b>Week 3</b>	
<b>6/17</b>	<ul style="list-style-type: none"> <li>- AAC monitor setups</li> <li>- Organize monitor/cable inventory</li> <li>- Form intern project proposal</li> </ul>
Notes	
Questions	
<b>6/18</b>	<ul style="list-style-type: none"> <li>- AAC monitor setups</li> <li>- Organize monitor/cable inventory</li> <li>- Mac hdmi/usb setup</li> <li>- Intern project proposal               <ul style="list-style-type: none"> <li>-Website outline</li> <li>-Start building website</li> </ul> </li> </ul>
Notes	Half day
Questions	Present intern project proposal to Leo
<b>6/19</b>	Juneteenth
Notes	
Questions	

<b>Week 4</b>	
<b>6/24</b>	<ul style="list-style-type: none"> <li>- ANA &amp; ACC monitor setups (Finished)</li> <li>- Inventory organization               <ul style="list-style-type: none"> <li>- E-waste monitors, keyboard/mice, docks, cables</li> </ul> </li> <li>- Begin building intern project website</li> </ul>
Notes	<ul style="list-style-type: none"> <li>- Learning more about ServiceNow functionalities</li> <li>- Notable dashboards</li> <li>- Taking care of incidents</li> </ul>
Questions	1. Consult with Joe M about intern project
<b>6/25</b>	<ul style="list-style-type: none"> <li>- Camille loaner set up               <ul style="list-style-type: none"> <li>- Login, TeamViewer remote setup with Joe M.</li> </ul> </li> <li>- Introduction to receiving, assigning, and resolving tickets</li> <li>- Susan Hoddinott: Mac driver installation for monitor compatibility</li> <li>- AAC printer mac compatibility               <ul style="list-style-type: none"> <li>- Printer works with Windows/PC, but mac is unable to connect via IP</li> </ul> </li> </ul>
Notes	
Questions	1. Consult with Joe P about intern project 2. Schedule meeting with Leo to discuss intern project
<b>6/26</b>	<ul style="list-style-type: none"> <li>- Interns mix and mingle event</li> <li>- Olivier Henrichot: Mac monitor software               <ul style="list-style-type: none"> <li>- Resolve ticket</li> </ul> </li> <li>- Computer accessory distribution</li> <li>- AJ monitor swap</li> </ul>
Notes	<u>Team Meeting</u> <u>Project Proposal</u>
Questions	1. Present and discuss intern project with Leo
<b>Week 5</b>	
<b>6/30</b>	<ul style="list-style-type: none"> <li>- PowerAutomate Learning</li> <li>- Intern Project</li> </ul>

	<ul style="list-style-type: none"> <li>- Printer Troubleshooting</li> <li>- Chris E. needs to print onto bigger paper</li> </ul>
Notes	
Questions	
<b>7/1</b>	<ul style="list-style-type: none"> <li>- Emily Young: Mac monitor setup</li> <li>- Jennifer Perry: iPhone service</li> <li>- Laura Bolgen: Mac monitor &amp; printer setup</li> <li>- SharePoint folder access</li> <li>- Intern Project: Printers</li> <li>- C265 Printer Setup</li> </ul>
Notes	
Questions	
<b>7/2</b>	<ul style="list-style-type: none"> <li>- Jennifer Perry: Battery reset</li> <li>- Meeting room TV setup</li> <li>- Say hi to Kodama-san!</li> <li>- Intern Project: Monitor setups</li> </ul>
Notes	
Questions	
<b>Week 6</b>	
<b>7/8</b>	<ul style="list-style-type: none"> <li>- Franki Toro: Password reset</li> <li>- PC imaging, database logging</li> <li>- Intern Project: Chat bot, work logs</li> </ul>
Notes	<p>Laptop Imaging and Database Registration (On Existing Image):</p> <ul style="list-style-type: none"> <li>- USB thumbdrive</li> <li>- Reimage laptop</li> <li>- Microsoft update</li> <li>- TeamViewer update</li> <li>- Chrome update</li> <li>- MS Teams version</li> </ul> <p>ANA Asset Management Overview Dashboard</p> <ul style="list-style-type: none"> <li>-&gt; Laptop/Computer</li> <li>-&gt; New, Asset Tag Number, Model, Assign To</li> <li>-&gt; Serial Number, Company, Department</li> <li>-&gt; Dates, Finances, Depreciation 3 years</li> </ul>

Questions	1. Website chatbot
<b>7/9</b>	<ul style="list-style-type: none"> <li>- Finish PC reimaging</li> <li>- E-waste PCs and Macs</li> <li>- Mac reimaging</li> <li>- Intern Project: Printer setup, SN management</li> </ul>
Notes	E-Waste <ul style="list-style-type: none"> <li>- Log asset tag, serial number</li> <li>- Retired asset in ServiceNow</li> <li>- Wipe disk</li> </ul>
Questions	
<b>7/10</b>	
Notes	Intern Immersion Series
Questions	
<b>Week 7</b>	
<b>7/15</b>	
Notes	
Questions	
<b>7/16</b>	
Notes	
Questions	
<b>7/17</b>	
Notes	
Questions	