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| Submitted: | Tuesday August 21st, 2018 |
| To: | Sandra Stark |
| From: | Marissa Cleroux |
| Subject: | Computer Science Co-op Work Report |
| Confidentiality: | Nothing in this report is confidential |

**Summary**

I was employed at Shared Services Canada (SSC) from May 28th, 2018 to August 17th, 2018. My position title was Student Support Analyst working to ensure accurate and timely deployments of applications to four different department which included about 20,000 users. I also provided support to the departments on those deployments when issues arose. Michel Savary was my mentor and supervisor.

**Shared Services Canada**

"To be the public sector's most innovative organization in providing modern shared services that improve service delivery to Canadians." – SSC Vision Statement

SSC has a variety of products and services it provides to other government departments. As its name implies it was enacted to centralize the information technology (IT) services the government requires – instead of each department having its own IT sector. Some of the specific services SSC provide includes email services, data centres operations, and network and workplace technology services. The specific directorate I worked for: Workplace Technology Devices key products and services included: Hardware and Software provisioning, Support Services, Hardware Engineering, Hardware Image Provisioning, Software Distribution, among other services and products they provide.

## Position Description

Another employee and I had the daily tasks of taking care of the queue – applications that were to go into production that day, making them available to certain groups or whole departments through System Center Configuration Manager (SCCM). Monitoring these deployments for smooth deployments and to quickly spot issues was an important part of my day. Applications would trickle in throughout the day that we would make available for testing to the different testing groups of each department. On occasion I would get an incident assigned to me, these incidents would often call for troubleshooting deployments and investigating the root of users problems related to those deployments.

An administration duty I volunteered for was processing GC-CIRT Advisories: these are notices the team receives informing teams of vulnerabilities in software or other products used by the Government. It was my job to find if my team or other teams we were

closely working with were impacted and to track the progress of updating or fixing the vulnerability.

Throughout the summer, a task assigned to me was a general clean-up of the server environments: finding applications that were no longer deployed and retiring those applications, or active directory (AD) groups that were no longer in use, cataloging, and deleting them. This was an important administration duty to make room on the server for incoming deployments – as well as lessening the network load when the servers would replicate.

The last thing I helped to do was to train a new employee. This was a special opportunity because the best way to make sure you've learned something is to teach other people! It helped me to cement my knowledge and also increased my confidence knowing that my supervisors trusted me to take on this task.

**Technical Environment**

The majority of my work was performed on:

- Windows 10 Operating System (OS)
- Windows Server 2012
- SCCM
- AD
- InfoWeb
- Outlook
- Command Prompt
- Windows Management Instrumentation Query Language

There were also opportunities to experiment with or try out:

- SQL
- Powershell
- JIRA

**Skills Used and Acquired**

Skills that I acquired in the Computer Science program and used during my co-op:

- Troubleshooting
- Problem solving
- Professional communication
- Working with Windows Server 2012 and AD

New skills acquired during the co-op:

- Training
- Aiding in business delivery
- Monitoring
- Documenting procedure
- Working with SCCM
- Querying databases
- Communicating with clients
- Communicating with other teams

**Evaluation of Co-op Experience**

Going into the co-op I felt prepared. The program has given me the confidence that I can learn what I have to do and has helped me to feel competent in my path forward. The teachers have been adamant in professional communication in emails and in class and I think this has helped my integration into the workforce when communicating with clients. Technically: I felt I had a solid baseline for trouble shooting and problem solving, however, I was not at all familiar with SCCM. This was an exciting challenge for me, and I had a good team for support in my learning of the console.

The highlight of my co-op experience is the general culture of the team. I was so fortunate to be hired by them! They are a great group of people who want everyone on their team to have the tools they need to do their work. They share what they know and give you time to learn. No matter the type of work one is doing a team can make it or break it, so having a great team in stressful or slow moments made everything all the better.

The experience was nothing like I expected. People were warm and welcoming; the work was mostly enjoyable. I have a hard time coming up with suggestions on how to improve the whole experience. Something the school could try to do is open up a day for students so that they could work casual during the second semester. A major contributing factor of the student's employability being the actual work experience they obtain. A note for years to come: the department I worked at and other departments are migrating to a largely laptop environment. Very few people in my office had desktops and this seems to be the general direction the government is moving towards, there may be some prudent changes to the Hardware and Operating Systems course.

**Conclusion**

In conclusion my co-op has gone above and beyond what I thought I would be doing. I learned many new things that have contributed to my technical and interpersonal skills. I also got an impressive picture of what working in the government can be like. I look forward to continuing my path as an IT professional.