Monday Aug 22nd 2016

To: Sandra Stark

From: Brae Walker

Computer Science Work Report

My Co-op Term was with National Defense Canada (DND) from May 24th to August 19th. DND is the largest government department and are associated with the Canadian Armed Forces, in short DND is in charge of defending Canada. I worked under Robert Lesage in ADM(IM) DIMEUS, with the Server Support Group or Server Services. Our department works on a ticket based system dealing with a couple different types of tasks. These tasks range from fixing/ changing permissions on shared network drives, creating security groups and network shares, file restores from the backup servers and some printer configuration.

After I arrived at DND and had my workstation and account all set up I was lucky enough for the workload in my first 2 weeks to be slow. This worked out because in that time co-workers could take a break from their work and show me a couple things without the stress of falling behind. I also had no problem walking over to anybody’s desk and asking a question whether it would be 30 seconds to solve or over 10 minutes. Thanks to the help I was able to work efficiently soon after I started the job.

My day to day normally started with checking my emails for any responses on ongoing tickets and dealing with those first. I worked in a large cubicle with a phone which I shared with another student; we both used windows 7 workstations. Next I would work on any tickets I had assigned to myself and not gotten done on the previous day, and when I ran out I would go to our departments unassigned tickets and assign some to myself. Normally the tickets I would do were modifying permissions and restoration of files. All of these tasks required for me to remote login to a server and use programs installed on those. The tickets I spoke of earlier contain the information needed to complete the task but most of the tickets needed for me to follow up with the client to get more information or correct what they had entered. Contacting clients was normally done over the phone but when they don’t answer I would email.

During the Co-op the majority of the skills I used were picked up as I did the job since it was very network oriented. The skills I did use from school would have been from Ron Patterson’s networks course where we learned about how networks function, how to remote into a computer or server, and most of all how to use active directory. The things I learned during the co-op were mainly job specific. I learned how DND configures their network printers, I learned about the government network infrastructure and I learned how to use some programs that were job specific like Networker for restores. One of the things I learned was how to deal with clients. In this job It was interesting to see the very different levels of understanding in government workers when it came to tech oriented material. This made it difficult when speaking to a client, you didn’t want to speak too technically for those that don’t understand much and on the other hand you didn’t want to baby them through every step if they do understand what you are asking. The most valuable things I learned during the co-op would certainly be everything related to how DND and the government functions. Coming into this job I didn’t know anything about the different types of government contracts, departments and organizations or what any of them do. A big part of this was unique to DND since I got to learn lots about how military members work within DND which is something I’m interested in for after cegep.

Robert Lesage:

How well the student was prepared for the co-op experience.

Brae was very well-prepared for the co-op experience.

How well the Student was prepared technically for the co-op responsibilities.

Brae was very well prepared from the technical point of view for the responsibilities he received.

Highlight of co-op work term.

I have received an email form a client complementing his excellent service and assistance in resolving an issue.

Suggestions on how the student could have been better prepared for the co-op work term.

Sorry, I don’t have any. Brae was very well-prepared for hic co-op term.

Suggestions on how the co-op work term could have been improved.

Same as above. Brae’s co-op term went very well.

In conclusion the co-op experience was great for learning how the government work and learning some practical knowledge. I know if I ever want to go into networks later in my career that I have connections that can make that happen.