

Samuel Roy  
CST361S  
4/21/17

## Final Report

This class CST361S has been rewarding in many ways. I learned a few very valuable lessons in how to conduct myself in the ever-advancing technological world. I can use much of what I learned to better arm myself in social, ethical, and communal situations. I was able to land a volunteer job at a local San Diego foster care agency named Walden Family Services. My short time there was rewarding to say the least. During the class we read, watched, and responded to many pieces of work that better rounded out my social development. This has allowed me to act with good morals set out and defined by law, parents, and society. During my time at Walden I was able to provide my services to benefit the community on a micro and macro level.

During my volunteer work at Walden Family Services I worked directly with other genders and cultures that in my normal career I am not accustomed to. I did not find this experience peculiar in the slightest – I thought it was largely normal. My demographic at Walden consisted of a few foster youth of different backgrounds. Employee demographics consisted mostly of women in the workplace which I found very refreshing. In a seemingly male dominated corporate world I thought this was a welcomed surprise. On this note I hope to bridge the inequality gender gap when I eventually become a manager, director, and beyond. I had so much fun with the employees of the organization, they were all amazing people. I helped create a more equitable and sustainable community because I bolstered the mission of Walden which helps disadvantaged youth.

Samuel Roy

CST361S

4/21/17

I learned that when you humble yourself in volunteer service it is easier to work the motive of building a just community rather than motivation by the traditional sources – money, promotions, etc. The act of volunteering my time allowed me to break through and motivate myself via helping build an equitable environment. My service plans at Walden reflected the amount of time allotted that I could spend there and consisted 5 separate projects, 4 of which I was able to complete.

The first project was confusion around the company file share names. Unfortunately, over the course of many bad Information technology workers, many things became unorganized/confusing within their environment. In short I was able to rename some server hostnames using DNS CNAME aliases to create a more intuitive naming convention.

The second project was auditing active directory enabled users and comparing that with the company charter. I was able to utilize remote PowerShell using only read-only credentials to output an excel file of all enabled accounts. I separated the generic accounts from the employee accounts and sent an annotated excel to HR. HR would then come back to me with a list of accounts that had discrepancies and needed to be disabled/removed.

The third project involved verifying and modifying the Active Directory domain controller replication times. Replication times determine between what time interval domain controllers synchronize their settings and directories. In an organization with 5 sites it can become complex how the domain controllers contact each other with TCP/IP transport and circular replication. I confirmed these transport settings are best practices and changed the replication time to 1 hour down from 6. This speeds up directory sync time so that it decreases lead time to create accounts, disable, reset passwords, add computers, etc.

Samuel Roy

CST361S

4/21/17

The fourth project was based on expediting and creating a more efficient new hire onboarding process. This entailed emailing hiring managers and asking for their new hire needs and compiling it into a legible spreadsheet. This can be used to template new hires so that communication times between HR, hiring managers, and IT can be cut down dramatically.

I was able to speak with one of the foster youth at my service organization. It allowed me to connect with a person with a much different background to myself. This person was young, disadvantaged, culturally different, etc. I was very humbled by it and taught me some important communication skills like understanding, perspective, and patience. My entire service experience has been communication within the organization. This helped me in that experience as well as my own work.

With the assignments and readings in the class I was able to view service work and how it pertains to social justice from a new perspective. During my service time I was not able to fully utilize this but, I will use this going forward in my life. I think the material that has been exposed to me has genuinely given me this perspective on reality. Going forward I will be sensitive to injustices in the community and adjust my lens to be cognizant of that. I will go forward into my career, interpersonal relationships, business relationships with social justice and equity as a goal. Especially as I go now into a time of my career to managing individuals in the future it will be paramount that I can progress equity in my own small portion of the world. These strategies involve analyzing situations, put aside my bias, understand the social implications, then act/decide accordingly.

I went into Walden Family Services and identified IT infrastructure guidance. My solution was to conduct a full discovery phase of pain points within business units and construct

Samuel Roy

CST361S

4/21/17

a roadmap on possible solutions.. Additionally, the organization benefited from Information

Security talks to maintain a healthy computing environment. My goal of this project is to

benefit the business as a whole and streamline processes that will allow them to function at

peak efficiency. The scope of work included identifying information problem areas and solving

those individual areas as time permitted. This is exactly what I did at my time at Walden.

I enjoyed my time in this class and the valuable information learned and implemented. I

would recommend Walden Family Services to the next student. Walden was a place to

volunteer for, always helpful, and plenty of work to be done. I have nothing but good things to

say about my organization and I hope I left as much of a lasting impact on them as they did on

me. I have chosen to continue volunteer work past this class for a little while to help them with

other projects.