

REFLECTIVE INTERNSHIP JOURNAL

Summary of what I Observed

- I observed being asked to setup a public terminal in planning and development for citizens of the town to use when looking for information.
- When the PC was finally setup and installed I was that they no longer need it.

New Learning

What did I learn that was new to me?

I learned that although some people are hard to work with, you need to keep a professional relationship between each other and not get upset with them.

Did it help me understand something that I didn't understand before?

I understood that there is a difference between personal and professional relationships.

Personal Reaction

How did I feel about what was done?

I was very upset that the work I did was for waste.

What did I like or enjoy and why?

I liked working on the machine and setting it up for them.

What did I dislike and why?

I disliked being told that they did not need what I spent a lot of time on.

What did I find difficult or challenging to do or understand and why?

I found it challenging to work with this person afterwards.

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Summary of what I did

- I worked on copying the old library site onto a local machine to be able for the Library staff to be able to access their photos and files while at the library.

New Learning

What did I learn that was new to me?

I learned how to work with IIS (Internet Information Services) and be able to setup a local website on it.

I learned to be able to take what someone wants and plan a solution to help them.

Another thing I learned was that sometimes it is worth to look up a better solution than repeating a simple task.

Personal Reaction

How did I feel about what was done?

It was great to be able to help someone with a problem with technology and help them to get to the solution.

What did I like or enjoy and why?

I enjoyed working with IIS and transferring a website.

What did I find difficult or challenging to do or understand and why?

I did not find anything really challenging in doing this it just took a long time to be able to do.

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Summary of what I Observed

- I observed an issue with with the way the Cable Studio's Internet network having flaws in the system.

New Learning

What did I learn that was new to me?

I learned how to work on machines that I have no experience with before and working though trouble to fix the problem changing the system.

Did it help me understand something that I didn't understand before?

It helped me understand how to work with tasks that I will never have worked on before and to be able to work through it.

Personal Reaction

What did I like or enjoy and why?

I enjoyed working in the cable studio and on the equipment that they use and to plan out a better network solution.

What did I find difficult or challenging to do or understand and why?

I found it challenging to work on systems that I have not worked on before and to fix problems in a different way than I am used to fixing them.

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Summary of what I Observed

- I observed a problem with a connection to the town clerks internet.

New Learning

What did I learn that was new to me?

I learned how to pull cable between two different buildings the Cable Studio and the Town Hall.

I learned that pulling cable is easier as a 2 or 3 person job then just 1.

Personal Reaction

What did I like or enjoy and why?

I enjoyed running multiple cables between the two buildings and to work with maintenance department getting the cables to where they needed to be.

What did I dislike and why?

I disliked having to go in dark and dirty places to get to where the cable has to go through.

What did I find difficult or challenging to do or understand and why?

I found it challenging to work in the places to get the cable to the building. I didn't not think beforehand that IT people have to get dirty to do our jobs.

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Summary of what I learn Observed

- We tried to simply the town network by removing the library proxy. We decided to do this because the library email kept on getting blacklisted because it was a shared website. So we decided to move them to our email server but we had many issues.
- We were unable to get the NAT to transfer properly to allow the Library to get out to the Internet and use the Internal Network.

New Learning

What did I learn that was new to me?

I learned that working with things that I don't totally understand can be very challenging to do. Also to never give up on a problem till you come to a solution that will work.

Personal Reaction

How did I feel about what was done?

This task was frustrating working on this problem and everything that we tried did not work and we finally had to give up and go back to the way it was before.

What did I like or enjoy and why?

I enjoyed working on a changing task although it was frustrating.

What did I dislike and why?

I dislike how nothing we worked on was able to work.

What did I find difficult or challenging to do or understand and why?

I found it difficult to keep working although nothing we tried worked.

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Summary of what I Observed

- Town IT and Police about email SPAM issues.

New Learning

What did I learn that was new to me?

What I learned through this process is that there is more than one side of the story when dealing with conflicts. Although there was fixes to the problem the Police did not want to try the ones suggested to the Police.

I learned more about how to handle SPAM in a working environment and how much interruption can be caused while working on the problem.

Personal Reaction

How did I feel about what was done?

I felt that the solution we found in the end both sides were happy with. Although there is more that could be done to fix it and I would like to see some of my ideas implemented the police were not willing to implement them.

What did I find difficult or challenging to do or understand and why?

I found this challenging because of the amount of time it took to work with them and to compromise on a solution that the Police were happy with.

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Summary of what I Observed

- Worked in the fire department on a tablet and cell phone issue.
- Started out with an issue with the tablet and phone not connecting to a Verizon MyFI hotspot.

New Learning

What did I learn that was new to me?

I learned that sometimes it is better to ask for help than to sink further in quicksand.

That once I was hurting more than I was helping I should have asked for help getting it to be fixed.

Personal Reaction

How did I feel about what was done?

I felt bad and relieved when working on this project because I felt bad that I made the tablet worse when I made a mistake with the wireless. I felt relieved when we finally asked for help getting the device to work.

What did I find difficult or challenging to do or understand and why?

It was difficult to ask for help when I needed it and was not making progress I think I had a lot of trouble doing this because I can usually come to a solution and fix a problem on my own.

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Summary of what I Observed

I observed an issue with how the town inspector handle maintained his inspections and offered to help him with a better system.

New Learning

What did I learn that was new to me?

I learned how to do program in Virtual Basic for Applications to program a way to print a mail merge and not save the document once the program has run. I also setup a way to write all the information in a excel document to be able to analyze the data later.

I also learned how to work with someone with a problem and to make a solution with programing to help them do their daily work.

Personal Reaction

How did I feel about what was done?

I felt a sense of accomplishment when the task was finished.

What did I like or enjoy and why?

I enjoyed working with the Inspector on the problem and finding a decent solution to it.

What did I find difficult or challenging to do or understand and why?

I was nervous at the start with working with someone new. After it was done I don't think I will be as nervous working with him or other people as much.

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Summary of what I Observed

- I observed an issue with how to get the town hall to be able to take credit cards securely inside Windham.
- To be secure the town clerks had to be segregated from the other part of the network when taking credit cards.
- We had to setup a firewall to secure them from the outside network.

New Learning

What did I learn that was new to me?

I learned how to work with the Town clerks to find a solution to the credit card problem.

Did it help me understand something that I didn't understand before?

I didn't understand how important some tasks are to people and how much they need to get a task done.

Personal Reaction

What did I like or enjoy and why?

I enjoyed when the project was finally done and finished.

What did I dislike and why?

I disliked working on this project because it was difficult to work with security and the consultants that helped with the setup.

What did I find difficult or challenging to do or understand and why?

I found it very challenging to work on this project because working with some of the consultants was very difficult.

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Summary of what I Observed

- I went to all of the PC in the town and ran software updates for any computer needing updates

New Learning

What did I learn that was new to me?

I learned that although it is a tedious task to do, it was important for it to be done because the software was starting to get outdated and employees were complaining about it.

Personal Reaction

How did I feel about what was done?

This task was very boring and tedious.

The employees were happy to not have the software complaining that it was out of date.

Many of the employees did not feel that they could do it them self.

What did I find difficult or challenging to do or understand and why?

Although this task was not difficult I had to be able to withstand being able to do it.

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Summary of what I learn Observed

- Finally have success setting up server
- Met with people in the Town Hall and Planning and Development

New Learning

What did I learn that was new to me?

I learn that some times that thing you think is not the problem at all is some time the thing stopping you from setting up a system.

I learned that some people are harder to work with them other

Did it help me understand something that I didn't understand before?

Yes, it helped me understand that some time the simplest thing may not be the cause of the problem.

Although most people are easy to work with some people can be frustrating to work with.

Personal Reaction

How did I feel about what was done?

I felt relieved that I got the server finally working.

What did I like or enjoy and why?

I enjoyed finally getting the server to be finished setup.

What did I dislike and why?

I did not really have anything that I dislike this week.

What did I find difficult or challenging to do or understand and why?

One thing that I had difficult with is that some people are hard to work with.