

# **Reflection Journal 1**

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CYSE368: Cybersecurity Internship

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Working as a helpdesk intern for ODU is a little surreal. I never thought I would circle back to the beginning of the early days of my military career. But I see it as an opportunity to get insight into some of the challenges that the ODU help desk experiences every day. As well as understand where infosec practices of confidentiality, integrity and availability between military and civilian networks overlap and where they differ. Hopefully, giving me a look that benefits my future employment in a regulatory and compliance role.

I think service desk, change and incident management are ITSM services I expect to see quite a bit at ITS. I've managed a local service desk in my previous career, with all the tools and processes extending no further than to the command I was assigned. Self-sufficient would accurately describe my experience working as an IT for SOCOM. Particularly when working with scalable squad or headquarters-based networks based out of tents in Iraq or Afghanistan. The positives being that support generally has the tools, permissions, and technical ability to resolve issues quickly, while working closely with users to ensure the network is running smoothly. The downside of course is lag time for extended support with issues outside of our control: aka the cargo container containing network and comms gear worth three million dollars rolls off the army truck it's on because they decided not to chain it down. As well as a smaller pool of personnel that requires training as a network administration and security "jack of all trades". On the other hand, I've worked within the NMCI framework of support, where individual IT support is relegated to a limited permission and tool set. Relying on an approval process from your higher echelon that may or may not approve the 500 GB network storage increase, your Admiral needs for staff and Boeing program information under his purview. Overall, I'm looking forward to the experience, if only for the fact there's no Khaki call at 0615 when you're living the civilian life.