

**ITM 295R /CIT 295 Practicum
Project Plan and Progress**

Before the Semester

1. Study the "ITM 295R/CIT 295 Project Proposal and Course Work Requirements" document
2. Find a service project
3. Meet with your project sponsor and conduct the requirements analysis study such that you can complete Item 5 below
4. Fill out every item in **blue**
5. Create a weekly plan by filling out the "**This week's goal**" field for **all 13 weeks**
6. Fill out **Tasks** for Week 1 (should not be the "initial meeting" as you already had one)
7. Email this document to the instructor for approval

At the End of Each Week during the Semester

8. Fill out every item in **green** for that week ("Week *n* Journal")
9. Fill out **Tasks** for the coming week ("Week *n+1* Plan")
10. Insert photos / screen captures as appropriate in Section 7. "Photos, Screen Captures, etc."

At the end of the Semester

11. Fill out Section 6. "Project Evaluation"

1. About You

Name	Jeremy Jackson
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2. About Your Project Sponsor, Client or Supervisor (you must have one)

Organization	Ambitions of Idaho
What they do	They care for and assist developmentally disabled adults in their daily lives.
Name	Samantha Hodge-Tracy
Contact Info	
How you know the sponsor	Friend of my mother
The initial meeting date	August 25, 2022

3. Your Service Project

Type¹	Networking
Describe what you will do in details, including the	The Ambitions office in Idaho Falls has been struggling with network connectivity issues and it has forced them to work using only WIFI, which slows down office work and frustrates employees. My job would be to work in the office and provide a solution to their current networking

¹ Type may be WDD, software development, automation, DB, networking, security, system administration, systems analysis and design, project management, testing, teaching, LAB development, technical support, consulting, or others (name your own) that best describe what you will do.

overview, scope, features, components, deliverables, etc.	issues, then provide support during the period of time that the practicum is not yet over. I may also be asked to provide tech support for some of the houses that are under the supervision of Ambitions of Idaho.
Resource needed / used	A router and possibly a switch
How you found this opportunity	My mom remembered her friend complaining of networking issues in the office where she works so she introduced me to her friend.
How it will benefit others	This will benefit those developmentally disabled individuals serviced by Ambitions by making the work done in the office faster and preventing interruption.

4. Weekly Schedule (when you plan to do your project):

Where	Ambitions of Idaho Office
When (day & time of the week)	TR – 1:30-3:00 AM

5. Weekly Plan and Journal

Week 1 Plan	This week's goal - Diagnose the problem and make a plan for fixing the issue. Tasks - Test the network and find the problem - Make a list of needed materials - Create a plan for fixing the issue - Meet with Samantha to go over everything
Week 1 Journal	Hours Worked This Week: 1.5 Total Running Hours: 1.5 What you did this week (your accomplishments): - Met with the office manager and assessed the network problem. - Established needed materials, I don't think any will be needed. Reflection (your thoughts and feelings): - So far, I don't think any materials will be needed, but I was unable to see the utility closet where the actual router is due to a misplaced key. Hopefully I can look next week. I also will be working on setting up a computer with the out of state IT department sometime soon, so I am excited for that.

Week 2 Plan	This week's goal - Order needed materials and begin working on a solution. Tasks - Check out the utility closet and get a closer look at the router - Ensure there isn't hardware missing that could be causing the issue - Buy any supplies needed
Week 2 Journal	Hours Worked This Week: 5 Total Running Hours:6.5 What you did this week (your accomplishments): - Helped IT set up two new workstations and helped set up the configurations - Helped configure a workstation to connect to the printer - Inspected the IT closet to take a look at the router Reflection (your thoughts and feelings): - The IT closet is a mess quite honestly. I think what we might need to do is set up a switch and connect it to the router. They need more outlets so that the rest of the access outlets in the office are connected to something. I will do some research and meet with my supervisor next week to figure out what we want to do.
Week 3 Plan	This week's goal - Research solutions and meet with supervisor Tasks - Research possible solutions - Meet with supervisor to discuss budget - Continue to provide support to IT as needed
Week 3 Journal	Hours Worked This Week: 3 Total Running Hours:9.5 What you did this week (your accomplishments): - Researched solutions - Fixed a laptop and then did a factory reset Reflection (your thoughts and feelings): - After doing a lot of research this week I found that I need to set up a Layer 2 switch and connect it. Other than that, I worked on a laptop so that they will have another workstation to use. Next week I might work on other laptops.

Week 4 Plan	This week's goal • Finish repairing the network Tasks • Meet with Supervisor about Network plan • Work on support as needed •
Week 4 Journal	Hours Worked This Week: 1.5 Total Running Hours:11 What you did this week (your accomplishments): • I worked on another laptop • Proposed my network solution Reflection (your thoughts and feelings): • I think the network meeting went well. The only issue is that next we must find a way to convince the upper management of the need to spend money. They are based out of Boise so that might be a bit rough, but we'll see how it goes.
Week 5 Plan	This week's goal • Work on convincing management in Boise Tasks • Work on fixing more laptops • Prepare a PowerPoint • Enable workstations to work with the printer
Week 5 Journal	Hours Worked This Week: 0 Total Running Hours: 11 What you did this week (your accomplishments): • This week the office was being audited, because of that they preferred that I didn't come in this week. I spent most of my time preparing my presentation for the managers at home. Reflection (your thoughts and feelings): • I never realized how important it is to know good writing and communication skills, even in a primarily tech oriented role.

Week 6 Plan	This week's goal • Give presentation to management Tasks • Meet with management over Microsoft Teams • Troubleshoot laptop for one of the office staff • Provide any other support as needed
Week 6 Journal	Hours Worked This Week: 3 Total Running Hours: 14 What you did this week (your accomplishments): • This week I worked on installing needed software on more laptops, as well as troubleshooting a problematic one Reflection (your thoughts and feelings): • This week there was an emergency in the office that required everyone to be very busy. As there was no time to visit with management, the presentation was rescheduled once again. Working this hard on a presentation and then having no one to present it to is kind of a bummer sometimes, but it's also nice to have this experience. It helps teach patience and gives me an idea of how hectic an office can be at times.
Week 7 Plan	This week's goal • Give presentation if possible Tasks • Present solution to management • Work with IT in Washington on any support needed • Begin implementing solution if possible
Week 7 Journal	Hours Worked This Week: 6 Total Running Hours:20 What you did this week (your accomplishments): • Worked on troubleshooting a router in a home under the care of Ambitions • Presented my findings to management • Helped move equipment to one of the houses

	Reflection (your thoughts and feelings): Management decided that they would like to wait a while, as soon there will be IT in town to work on setting up a second office, they decided that the IT people should lead the work on the router in the office. I did work on a router in a home and got the internet up and running for that client, then I helped move a client into another house. It's been a very eventful week.
Week 8 Plan	This week's goal - Continue providing support and monitoring network problems Tasks - Retrieve laptops from storage and work on making them work ready - Provide support to office staff as needed - Provide support to client homes as needed
Week 8 Journal	Hours Worked This Week: 8 Total Running Hours: 28 What you did this week (your accomplishments): - Retrieved Laptops and other equipment - Repurposed laptops with help from IT - Distributed laptops as needed Reflection (your thoughts and feelings): This week was very long but also quite uneventful. Most of what I did this week was just installing software of different laptops and giving them out to the office staff. It was fun.
Week 9 Plan	This week's goal - Continue providing support and monitoring network problems Tasks - Continue providing support as needed - Move equipment to and from storage as needed - Work with office staff to find tasks that are needed to complete
Week 9 Journal	Hours Worked This Week: 6 Total Running Hours: 34 What you did this week (your accomplishments): Moved equipment from storage to the new planned office space

	Reflection (your thoughts and feelings): Sometimes in IT I feel like a strong arm is just as important as a strong mind. This week all I did was move stuff into the office space that would be required for the IT crew when they come to the office in the future.
Week 10 Plan	This week's goal - Assist with the new office space however I can Tasks - Give technical assistance to clients homes - Give technical assistance to the office - Move any equipment that is needed to move
Week 10 Journal	Hours Worked This Week:5 Total Running Hours: 39 What you did this week (your accomplishments): - Moved stuff around the offices - Moved furniture to and from houses and storage - Assisted in more laptop troubleshooting - Gave assistance to clients Reflection (your thoughts and feelings): - This week was pretty busy in a lot of different ways. A lot of the office had to all pitch in to move furniture, equipment, and continue the office tasks. I had to do the same, it was a lot of work, but also a lot of fun. I learned that in a small office like this even the IT people are required to wear a lot of hats. I don't think my tasks were all IT related this week, but they did all help the office with the things that were needed to be done.
Week 11 Plan	This week's goal - Provide support as needed on days that the office is open Tasks - Give network support - Support client houses - Give other support as needed
Week 11 Journal	Hours Worked This Week: 3 Total Running Hours:42 What you did this week (your accomplishments): Provided support on computer difficulties in the office

	Reflection (your thoughts and feelings): This week was pretty slow, I pretty much just stayed in the office and helped with a couple of computing difficulties. It was a good time, slow but nice after a couple of long weeks.
Week 12 Plan	This week's goal - Provide support to the office and to the clients Tasks - Provide support to the office systems as needed - Provide support to the client's homes as needed - Help with anything else that is needed
Week 12 Journal	Hours Worked This Week: 2 Total Running Hours: 44 What you did this week (your accomplishments): - This week was really light, I mostly just helped with some light support (network connectivity) and sat in standby at the office, just getting to know some people. Reflection (your thoughts and feelings): - This was a good week because I got to know some of the office staff better on a personal level. I didn't do anything crazy support wise, but I was really happy with the work I did do.
Week 13 Plan	This week's goal - Meet with Sam and complete the project Tasks - Give support as needed - Have final meeting with Sam - Give a thank you letter and gift
Week 13 Journal	Hours Worked This Week: 1 Total Running Hours: 45 What you did this week (your accomplishments): I met with Sam and had our final meeting Reflection (your thoughts and feelings):

	I really liked working at the Ambitions office and was really happy with my exit interview with Sam. I think I learned a lot, and I felt like I got a much better work experience so that I can understand what IT actually feels like.
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6. Project Evaluation

Links to your project (web, video, photos, presentation, etc.)	I don't really have any links for my project experience as I didn't really give any deliverables.
How was your presentation experience?	I unfortunately was unable to participate in the group presentation, but I did watch the zoom link and it was a very interesting discussion that they had.
What did you learn?	I learned a lot about all sorts of different experiences. I liked learning some stuff about website design, cybersecurity, and just general IT from others presentations. From my own experience over the semester, I learned a lot about Networking, teamwork (especially with remote teams), and what the workflow of an actually IT worker is like. I also learned about configuring windows machines.
What was most exciting?	I think the most exciting part was designing a solution for the Networking problem. While I didn't get to implement that solution, I did talk to Joe and he plans on having him and his team use my solution in the future, which I think is still pretty cool.
What was most difficult?	I think the most difficult part was accepting that I wouldn't have the chance to fix the Networking problem because they wanted the internal IT team to do it. That was a heavy blow for me, but ultimately, I think it was helpful to learn that sometimes things don't go your way.
Advice to future students	Put yourself out there, don't get in your own head, and know that you probably will be disappointed. Disappointment isn't a bad thing, it's a part of learning.

7. Photos, Screen Captures, etc. with Caption: