

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	Purnell B Darrell IV
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2. About Your Project Sponsor, Client or Supervisor (you must have one)

Organization	Caring Heart Child Care Center (CHCCC)
What they do	Child Daycare Center
Name	Pam Darrell
Contact Info	
How you know the sponsor	Sister is one of the Directors of the Center
The initial meeting date	6/18/2022

3. Your Service Project

Type ¹	Consulting
Describe what you will do in details, including the	I will be setting up computer(s) and other computer equipment within the Center for employees to use. Train employees on using the new and existing computer equipment. Create cheat sheet instructions for daily tasks that require computer use, and continual training on computers and

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.	tasks that need to be performed by employees using that equipment. Help with monthly invoices. Setup the necessary equipment needed to perform the monthly tasks by employees. Provide ongoing support for computer equipment and training as needed.
Resource needed / used	Computers, printer and ink, knowledge of tasks being done by employees every month and maybe daily.
How you found this opportunity	Sister asked for help because the Center needs help with computer setup and configuration, as well as training.
How it will benefit others	The Center will be able to be more self-sufficient in work that requires computer equipment and knowledge.

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

Where	At the Center, 541 Holly Rd., Yeadon, PA 19050, USA
When (day & time of the week)	Saturday, 12pm – 3 pm

5. Weekly Plan and Journal

Week 1 Plan	This week's goal – Setup new computer(s) being purchased for employee use. • Tasks • Setup inkjet printers • •
Week 1 Journal	Hours Worked This Week: 3 hrs (10 am – 1 pm) Total Running Hours: 3 What you did this week (your accomplishments): • The client had a pressing need to have the printers they purchased setup so they could start using them. So, the printers were setup this week instead of week 2. One printer was setup in the office downstairs. The other was setup in the student school ager's room. They purchased extra ink with the printers, but they will go through that pretty quickly. The office printer was enrolled in Instant Ink program from HP, so they will never run out of ink for that printer. Reflection (your thoughts and feelings): • The printers purchased HP 4100 are not very good for what the client wants to use them for. They will use too much ink. Both printers may be used for office work printing, copying, and scanning. But the student school ager's printer can be used by the students to print homework assignments.

Week 2 Plan	This week's goal – Setup new printer being purchased. • Tasks • Setup computer(s) • Configure computer(s) • Train on scanning documents and emailing them, with new printer • Director needs to DocuSign a PDF •
Week 2 Journal	Hours Worked This Week: 3 hours (11 am – 2 pm) Total Running Hours: 6 What you did this week (your accomplishments): • Setup and configured new HP laptop and set to use new printers, both School Age and Downstairs Office). Setup new GMail account to use for setting up 4 new Chromebooks; setup and configured them. • Trained Director on how to use her laptop and the Downstairs Office printer to scan, save, and email documents. • Showed Director how to setup and use an Acrobat DocuSign signature for a PDF needing to fill out and sign. Reflection (your thoughts and feelings): • This week was fun and I did what I like to do, setup computers. Since the Director had documents that needed to be scanned and emailed to organizations, I showed her, in light of cheat sheets being done, so she could get a feel for doing it. It went well.
Week 3 Plan	This week's goal – Connect required computer(s) to new printer that will use it for all of it functions. • Tasks • Setup new tablets and connect to new printer • Connect Director(s) computers and/or phones to use new printers • Document scan steps for cheat sheet

Week 3 Journal	Hours Worked This Week: 3 hours Total Running Hours: 9 What you did this week (your accomplishments): • Setup 2 Samsung tablets, and performed all software updates • During setup of tablets connected to printer in School Age room • Connected other directors' laptop and phones to the appropriate printer • Using the Director's laptop that setup the printers, walked through the steps needed to scan a document from the Downstairs Office printer. Next week will create the cheat sheet(s). Reflection (your thoughts and feelings): • Setting up the tablets was pretty straight forward, though getting the OS software up-to-date took multiple rounds of updates. New printers don't make it easy to scan from them anymore. You have to have the printer's scan software, but it is now integrated in the printer driver setup software, and the printers must be connected to this software at all times to perform scans. This is not a user-friendly setup. •
Week 4 Plan	This week's goal – Help with getting the monthly invoices out. • Tasks • Writeup the scan cheat sheet steps • Have Director use them to scan document, revise if needed based on Director's understanding of the steps • Director wants cheat sheets for emailing a document(s) with her email website, AOL, and how to download documents. Create these cheat sheets as well, and have Director walk through them.
Week 4 Journal	Hours Worked This Week: 3 hours Total Running Hours: 12 What you did this week (your accomplishments): • Wrote up the scan and email document cheat sheets • Had Director run through the instructions on the cheats sheets. She was able to follow and perform the steps. Reflection (your thoughts and feelings): • Writing up instructions for someone is sometimes difficult, to get the right language they will understand. Luckily, I know my sister is not technical at

	all and needs things spelled out in plan English to understand what to do with a computer. • I do not have the instructions for downloading a document, so I will have to do that next week.
Week 5 Plan	This week's goal - Teach required employees how to use the computer(s) and print to the new printer and/or other functions. • Tasks • Get instructions for downloading a document • Create cheat sheet for Downloading document • Setup automatic trashcans for Center • Setup new iPhone for Director • Help with attaching documents on a website form
Week 5 Journal	Hours Worked This Week: 3 Total Running Hours: 15 What you did this week (your accomplishments): • Talked to Director and she stated she did not need a cheat sheet for downloading documents from email, she has that down, so that was off the plate this week. • She did need some new trashcans setup. You may think this is not an IT thing, but these trashcans are automatic opening. Touchless opening is a requirement for baby rooms in Day Cares. • Director also needed her new iPhone setup. This took longer than expected, because she was going from a physical SIM iPhone to an eSIM iPhone, and no instructions for transferring from one to the other tells what to do for this to be successful. Had to in the end call customer support and have them do some things on there end to allow it to be done. But it got setup successfully in the end. • Was not able to perform the attaching documents, because the website was down for maintenance. But I explained how there should be an upload or browse button to allow attachment of documents to the website form. We help not week if site is up. Reflection (your thoughts and feelings): • I would have done some research on transferring to new phone if I know there was a difference in SIMs between the old and new. This will not be an issue going forward since the US will only have eSIM phones from now on. Setting up a new phone may not seem like an IT thing for the Center, but the Director uses her phone for Day Care business, everyone contacts

	her on it, and so she needs a proper working phone. Her old one was no longer butting out sound through the ear speaker, so she needed a new working phone. • Cannot always plan some things that rely on external websites, but it is out of your control if they are available.
Week 6 Plan	This week's goal – Setup cheat sheets for printing and other functions for new printer. • Tasks • Help with attaching documents on a website form, if still needed • Finalize cheats sheets and print out and laminate them • •
Week 6 Journal	Hours Worked This Week: 3 Total Running Hours: 18 What you did this week (your accomplishments): • Director no longer needed instructions or help with attaching documents to a website. The website that was asking for attached documents did not have a way to upload or attach them. • Finalized the scan and email document cheat sheets. • Had Directory valid the cheat sheets, and I laminated them. • Left the cheat sheets with Director. Reflection (your thoughts and feelings): • It would have been nice to see the website that was asking for the attached documents to see if there was a way to add them. But the director had to get the information to the Company quickly. It is difficult to get the information needed to help them when it is only one day, when I am not working. • Directory told me she will need more cheat sheets, which is fine, anything to make it easier for them to do their job.
Week 7 Plan	This week's goal – Training on how to perform tasks and setup cheat sheets for these tasks. • Tasks • Help Director backup documents from laptop to USB drive • Copy the backed-up documents to another laptop

	• Create cheat on backing up files to USB drive • Setup the other laptop to be able to use the file, install any necessary applications
Week 7 Journal	Hours Worked This Week: 3 Total Running Hours: 21 What you did this week (your accomplishments): • Backed up the Director's laptop to USB drive. • Setup another laptop for Director's use and account. • Copied over the items from USB drive not already on Director's OneDrive. • New computer has Word but only for trial use right now. Need to get product key. • Wrote down Backup documents instructions. Reflection (your thoughts and feelings): • Found that the new laptop needed to be setup with Director's account to be able to use OneDrive on it. This took time to create a new account on it and setup everything for it. But worth it in the long run. • Only have pictures of instructions, because the laptop pictures would have personal information that cannot be captured.
Week 8 Plan	This week's goal – Help with getting the monthly invoices out. • Tasks • Create Backup documents cheat sheet and print • Help Director with processing the monthly invoices on their own equipment • Go over the Backup documents cheat sheet; make updates if needed
Week 8 Journal	Hours Worked This Week: 3 Total Running Hours: 24 What you did this week (your accomplishments): • Created the Backup Documents Folders cheat sheet and printed out. • Reviewed the Backup Documents Folders cheat sheet writeup with Director. • Reviewed and verified with Director the monthly invoices were sent successfully. Explained how she could tell if there was an attachment on the email that was sent. She noticed there was not one on an earlier sent email.

	Reflection (your thoughts and feelings): • The information on how to tell if an email had an attachment included on it was very helpful to the Director. I am happy that my knowledge can be helpful to others, and to help them learn. • There were needed changes to the Backup Documents Folders cheat sheet instruction based on the labels of the items in Windows, and how the Director can understand them.
Week 9 Plan	This week's goal – Check on what computer equipment Center has for required tasks and suggest changes, if needed. • Tasks • Update the Backup Documents Folders cheat sheet instructions and print • Create Restore Documents cheat sheet instructions
Week 9 Journal	Hours Worked This Week: 3 Total Running Hours: 27 What you did this week (your accomplishments): • Updated the Backup Documents Folders cheat sheet based on revisions went over with Director last week. • Created the Copy Document Folders cheat sheet from the reverse of the Backup Documents Folders cheat sheet. • Went over both cheat sheets with Director; she OK'd them. • I then laminated them on the spot and gave them to Director. Reflection (your thoughts and feelings): • This week was a cheat sheet week. Trying to get everything the Center and Director needs to do the computer things they need for the business. Everything is coming together and the Director is very happy with things, and can do the things we have gone over.
Week 10 Plan	This week's goal – Provide support services. • Tasks • Check that the Center has equipment setup and configured that they purchased and need for their business • Director having problems with accessing documents from new office laptop •

Week 10 Journal	Hours Worked This Week: 3 Total Running Hours: 30 What you did this week (your accomplishments): • Checked out the issue with accessing documents on new office laptop. The issues were need a license for Microsoft Office. • Took inventory of equipment the Center has now after purchase and its usage. Reflection (your thoughts and feelings): • Need to get a license for Microsoft Office for new office laptop. • Director found that everything is adequate for them now. And no new equipment is needed at this time.
Week 11 Plan	This week's goal – If new equipment of changes to it have been identified, and I can do the changes, make the changes, and create cheat sheet and training for these changes. • Tasks • Items and issues that come up in the week • Check if have licensed for Office already for Center • Install Microsoft Office license or application with license •
Week 11 Journal	Hours Worked This Week: 3 Total Running Hours: 33 What you did this week (your accomplishments): • Checked if have licensed for Office already for Center. • Installed Office that was already licensed to Center Office laptop. • Checked if there was anything that needed to be done or created for the Center. Reflection (your thoughts and feelings): • Checked what I had already setup for Center and found licensed setup of Office that was for the Center that I can use for the Center's Office laptop. And installed the licensed Office setup on to the Center's Office laptop.

	There was nothing that needed to be done. The Center seems they are able to self-sufficient in doing their day to day computer activities with the equipment they have now.
Week 12 Plan	This week's goal – Help with getting the monthly invoices out. Tasks - Make sure monthly invoices were able to be created, filled out, and sent to the appropriate recipients. - Verify that all cheat sheets have been created and handoff to Director
Week 12 Journal	Hours Worked This Week: 3 Total Running Hours: 36 What you did this week (your accomplishments): - Checked that Director was able to get monthly invoice created, filled out and sent. - All the cheat sheets have been created and handed off to Director. Reflection (your thoughts and feelings): - This project was very helpful for the Client and me. It allowed me to use skills I have learned and gave me experience interacting with a customer. Getting requirements and delivering what the customer wants and needs.
Week 13 Plan	This week's goal – Hopefully at this point, the Center will be self-sufficient for the tasks they need to do, but provider support for anything they need. Tasks - Project closure meeting
Week 13 Journal	Hours Worked This Week: 3 Total Running Hours: 39 What you did this week (your accomplishments): Performed the project closure meeting with Director. We made sure that all of the Center's needs were met and all cheats sheets were in their possession. Went over the tasks she needs to do daily and monthly and if she feels confident that she can perform them with the equipment and how it is configured.

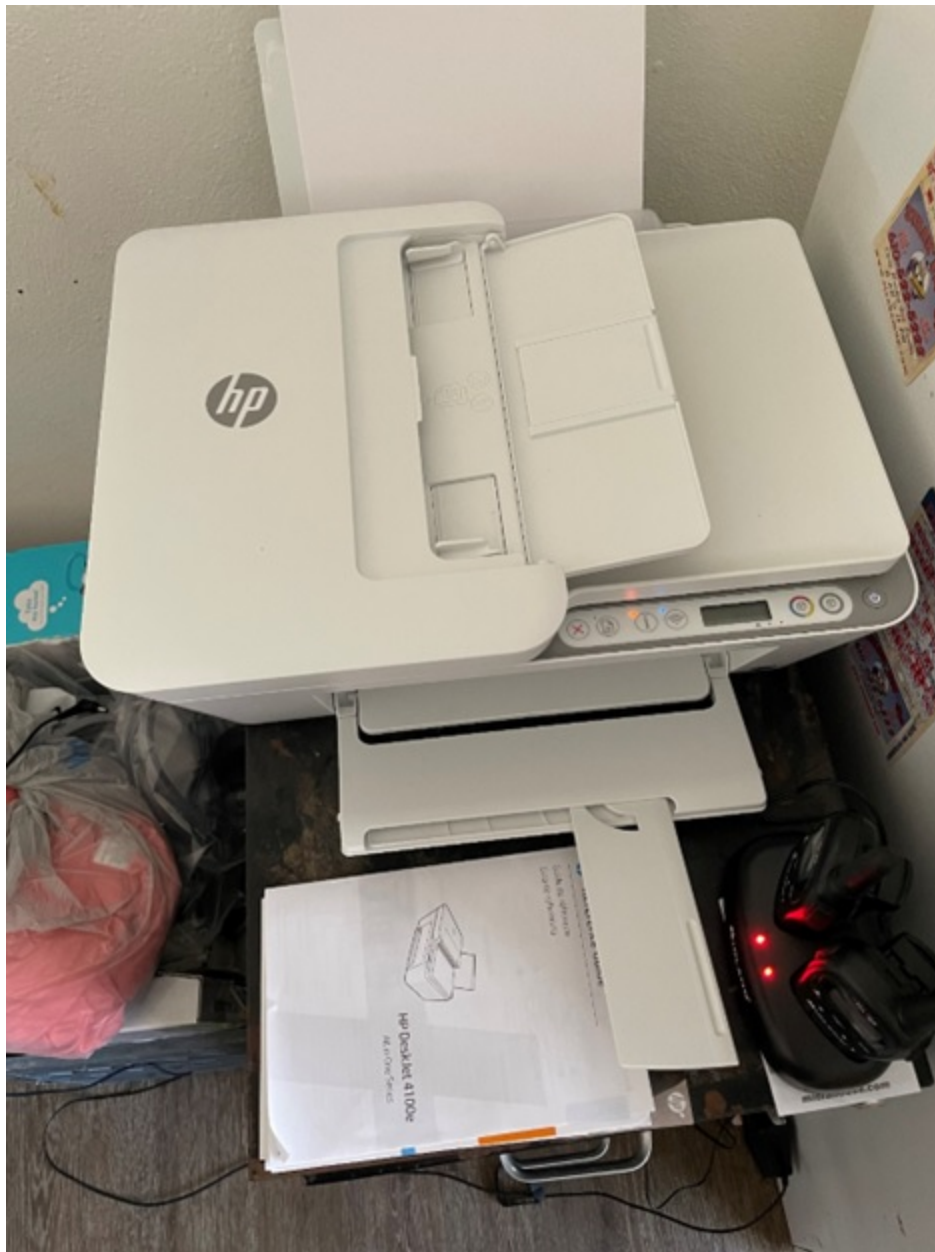
	Reflection (your thoughts and feelings): • The Director now feels that she has the tools and means to met the Center's needs that has to do with computers, in hardware, software, and knowledge to use it for daily and monthly tasks. • I feel the project was worthwhile of my time and the Director's. To get her capable of performing the tasks she needs to do for the Center on a daily and monthly basis.
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6. Project Evaluation

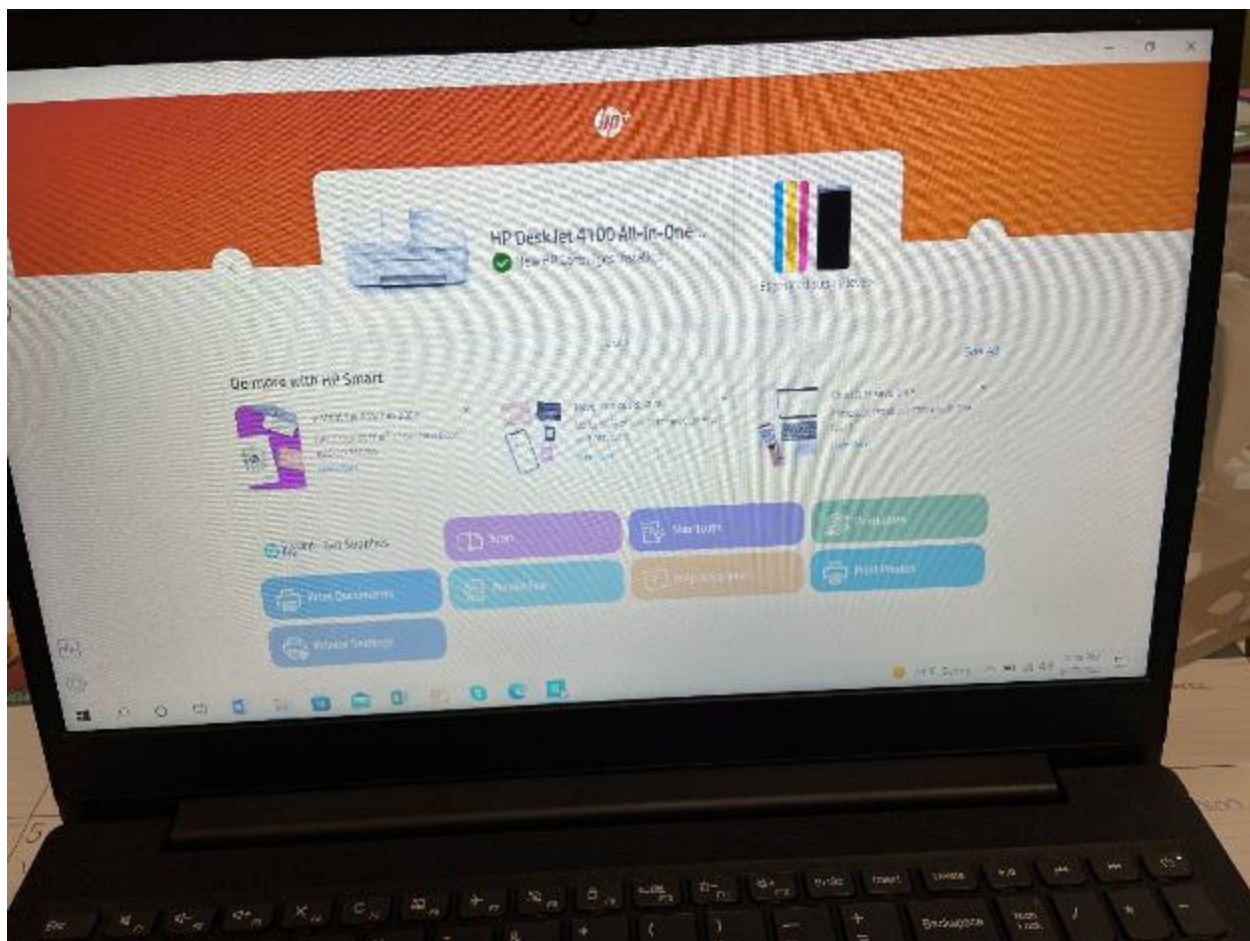
Links to your project (web, video, photos, presentation, etc.)	 Darrell_Purnell_CIT29 5ProjectPresentation.pptx
How was your presentation experience?	Presentations with group went well. The only thing I had trouble with the getting of the cloud recording of the meeting I did.
What did you learn?	Everyone's computer knowledge is different, some know a lot and others either don not know much or anything at all. You need to talk to each person differently based on their own knowledge, so they can understand what you are talking about.
What was most exciting?	Setting up the computer equipment. Though knowing the knowledge, the cheat sheets gave to the Director was a positive in the project.
What was most difficult?	Setting up the printer equipment. New printers try to make is easier to setup, but require to use an app instead of just installing drivers on computers, like I have been doing with my equipment.
Advice to future students	When you can provide any useful IT help to anyone of company it is a big help to them and can expand their own knowledge.

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

Week 1:



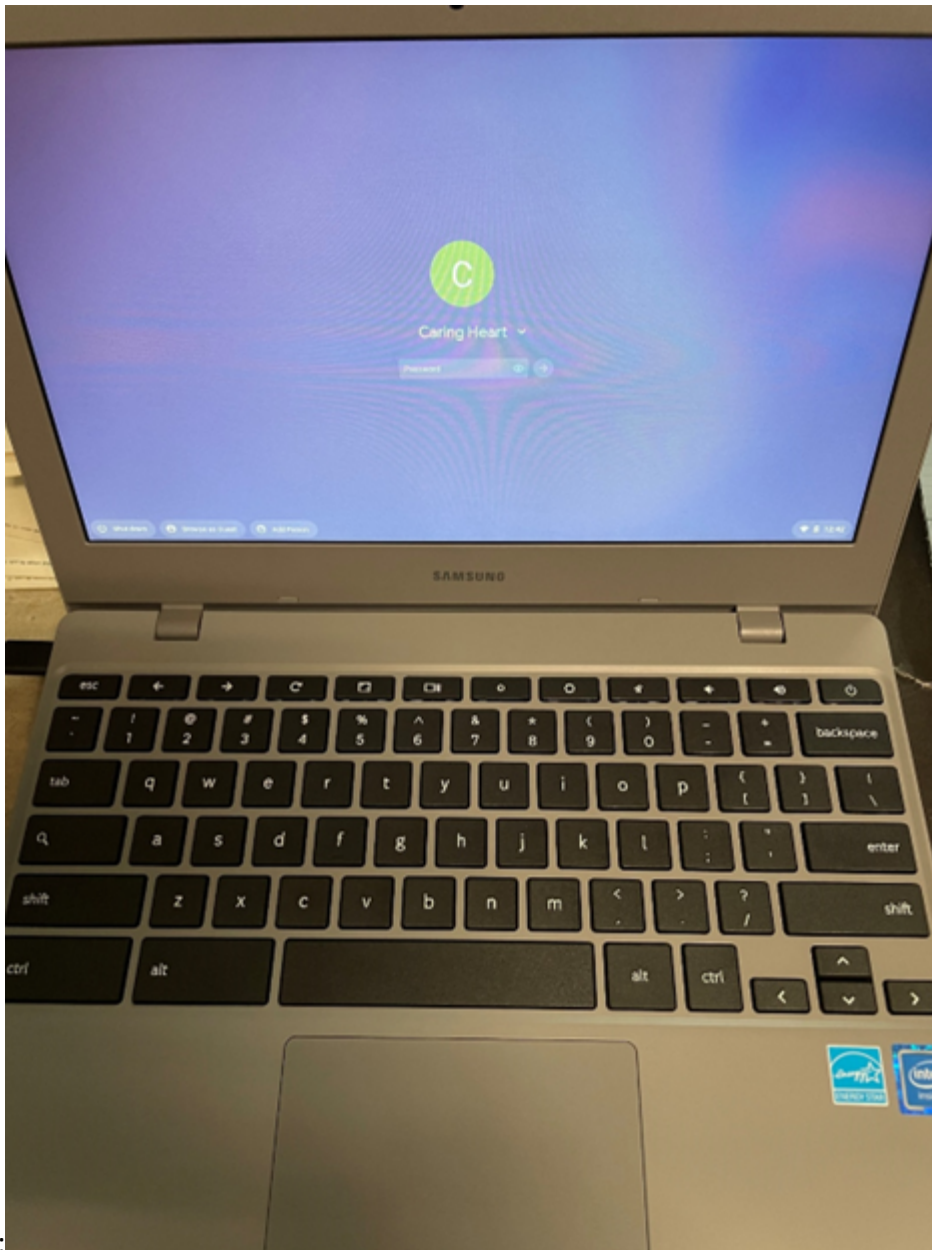
Downstairs office printer setup



Director laptop use to install HP Smart and setup the printers



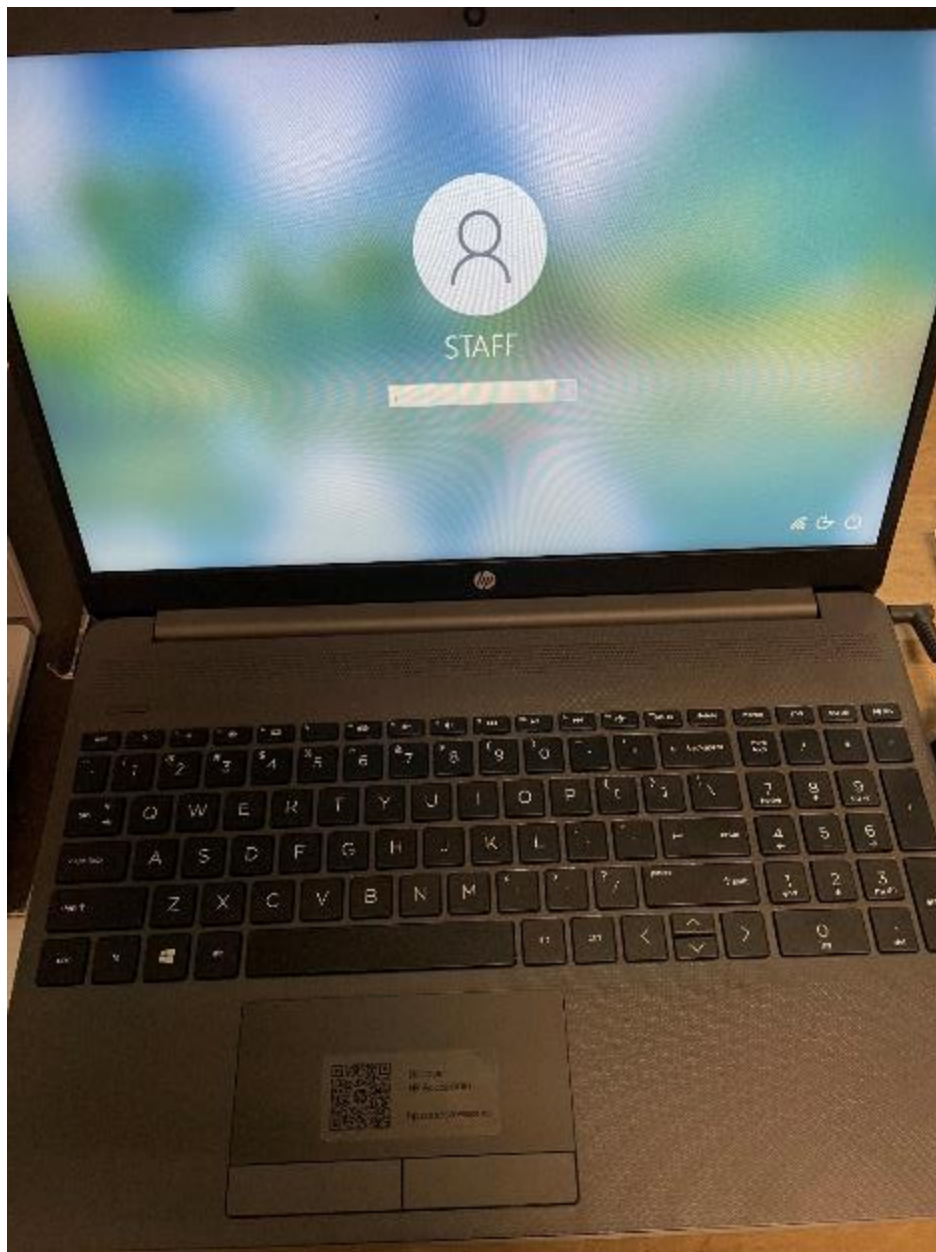
School Ager printer setup



Week 2:
One of the 4 Chromebooks that was setup



3 of the 4 Chromebooks that were setup



HP laptop that was setup

Week 3

Week 3

Scan from printer

Downstairs office

- ✓ Install printer update, first.
- ① - Go to the Downstairs office ^{opportunity on} ~~computer to printer~~ ^{computer to printer}
 - ② Select the Hi Scan app on the Dashboard on your screen.
 - ③ Select the Scan button in the app.
 - ④ If Not signed in, sign in either with credentials.

Chitrio & Ultrasound/Heart49!

- ⑤ In scanner app, on right hand side select
Source - Scanner Glass
or
Document Reader
Advance Presets - Document

Printer scan steps, page 1

Week 8

Output - Colour
or
Grayscale

Resolution - 300 dpi - default

higher
sharper image
larger doc.

on bottom right side

click scan / over

document is on scanner
to scan

or preview to see it
before scanning to
image.

(if select preview, must
select scan to scan
and save document to
image)

Printer scan steps, page 2

Week 3

on buttons

Select print, save, ^{share} etc.

most likely save to save
to file.

to change file name

select the filename text box
and ~~edit~~ type the name
you want.

click save button to

save to Documents folder.

in Save As dialog

can choose filename there
and click save button to
save.

Update Firmware on School My Printer

Printer scan steps, page 3



Samsung tablets fully setup, with updates

Week 4

Email a Document

1. Open the email client application or website.
2. Create a new or reply to an existing email message.
3. Click Attach File to allow to select a file to add to the email message.
4. Open the folder where the documents are saved to, usually Documents.
5. Click on the file that is to be added to the email and click on the Open button to add to the message.
6. Address and add text to the email, as needed. (Add yourself and the Center as CC.)
7. Click the Send button to send to sender.

Email document cheat sheet

Scan from Downstairs Office Printer

1. Go to the Downstairs Office and let computer connect to the printer.
2. Select the HP Smart application icon, on Taskbar or Start menu.
3. Select the Scan button within the application.
4. If asked to sign in, sign in with the HP account.
5. In the scanner application, on the right-hand side, select
 - a. the Source – Scanner glass or Document feeder
 - b. Advance presets – Document
 - c. Output – Color or Gray or Black and white
 - d. Resolution – 300 dpi – default (higher resolution for sharper image, but larger document size)
 - e. On the bottom right-hand side, click Scan. The document(s) will be displayed on screen when scanning is complete.
 - f. Select Print, Save, Share, etc. button on the right-hand bottom.
 - i. Print will print the document(s) on the same printer.
 - ii. Save will save the document(s) to the computer.
 - iii. Share will allow to be shared with others over Social media.
 - g. Click the Save button.
 - h. Select the folder to save to, usually Documents.
 - i. In the Save As window, enter the filename and click the save button to save the file to the computer's folder selected as the file entered.
6. Once done with scanning, the scanner application can be X out of, and the HP Smart application can also be closed.

Scan document cheat sheet

Week 5

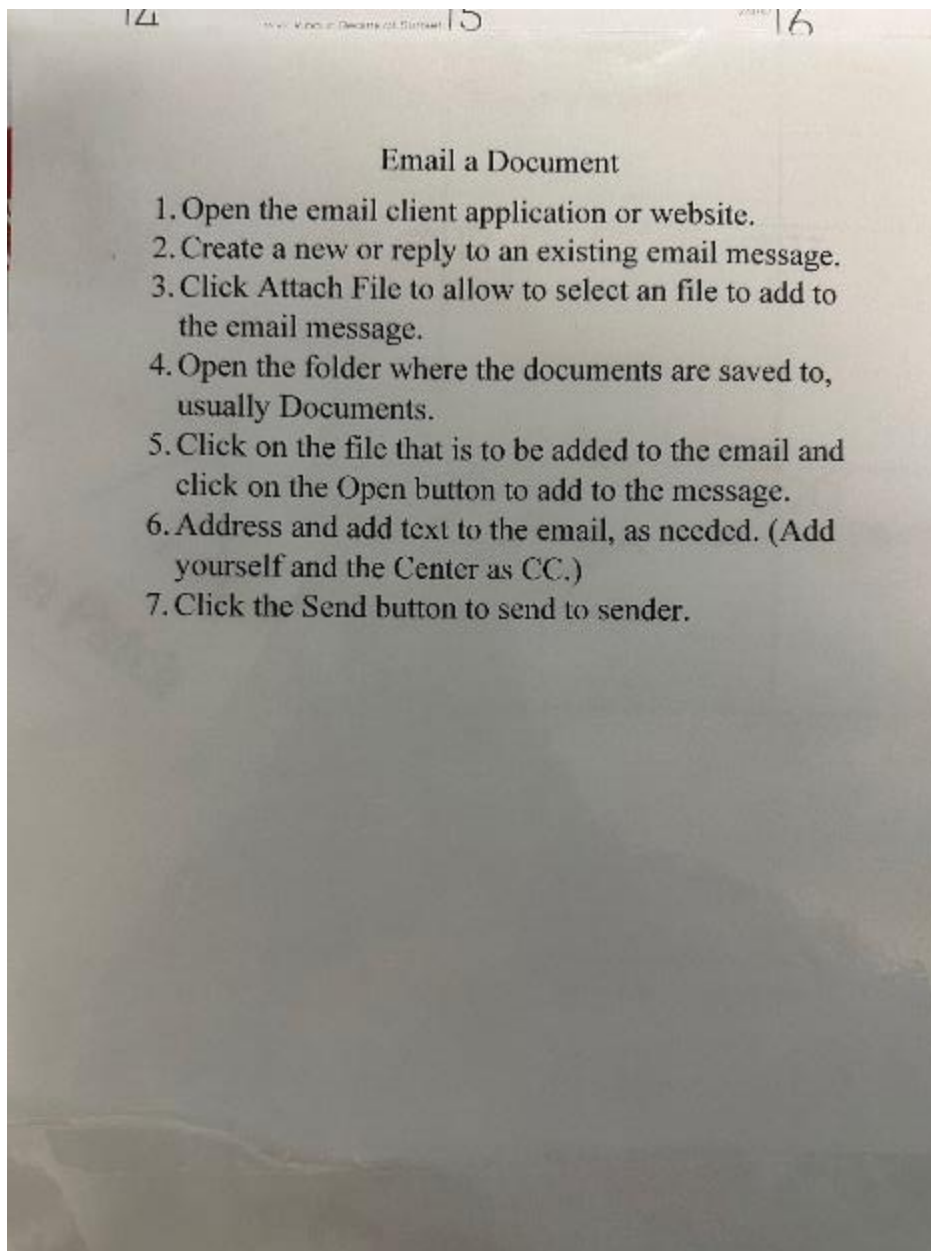


Automatic trashcan out of box

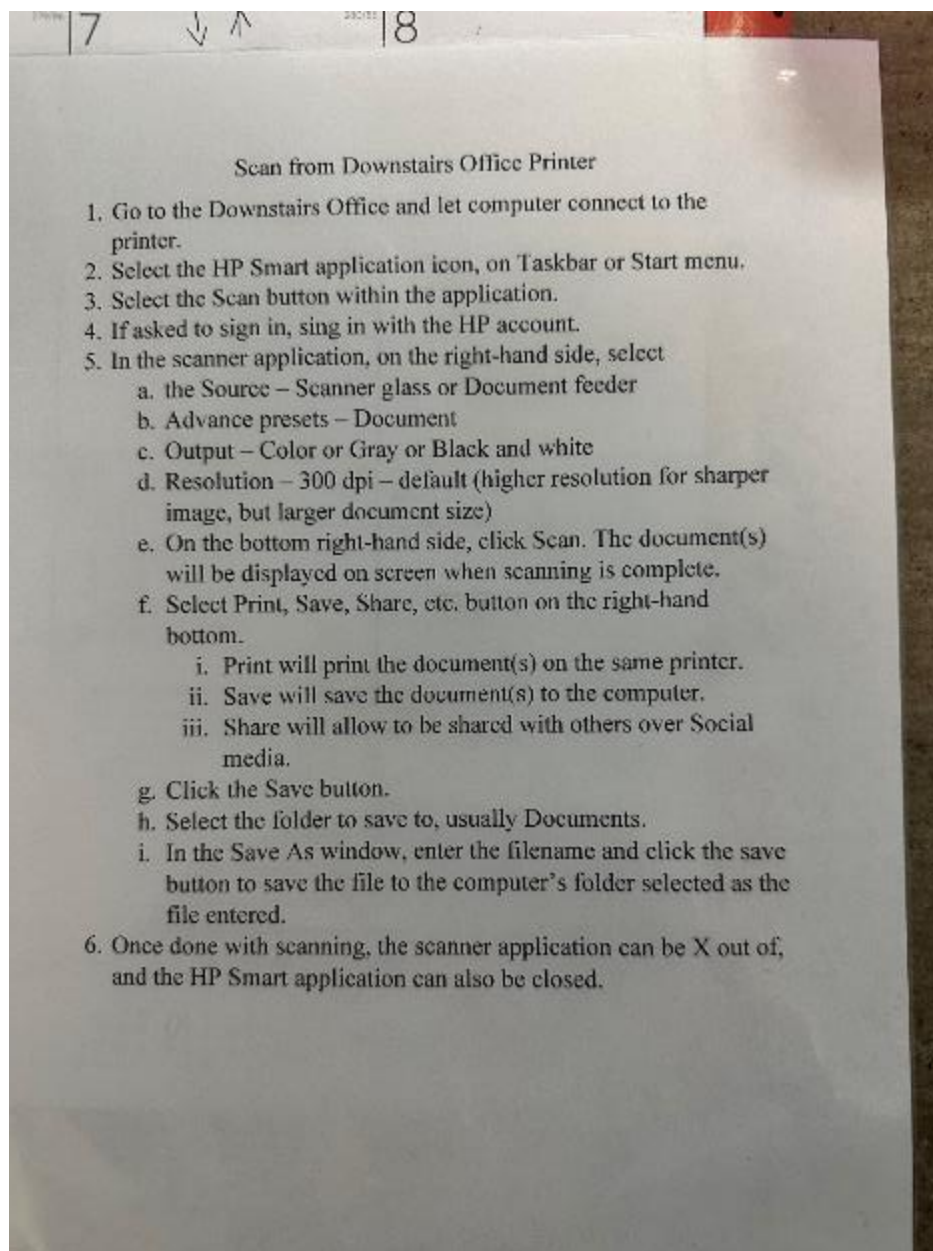


Automatic trashcan setup

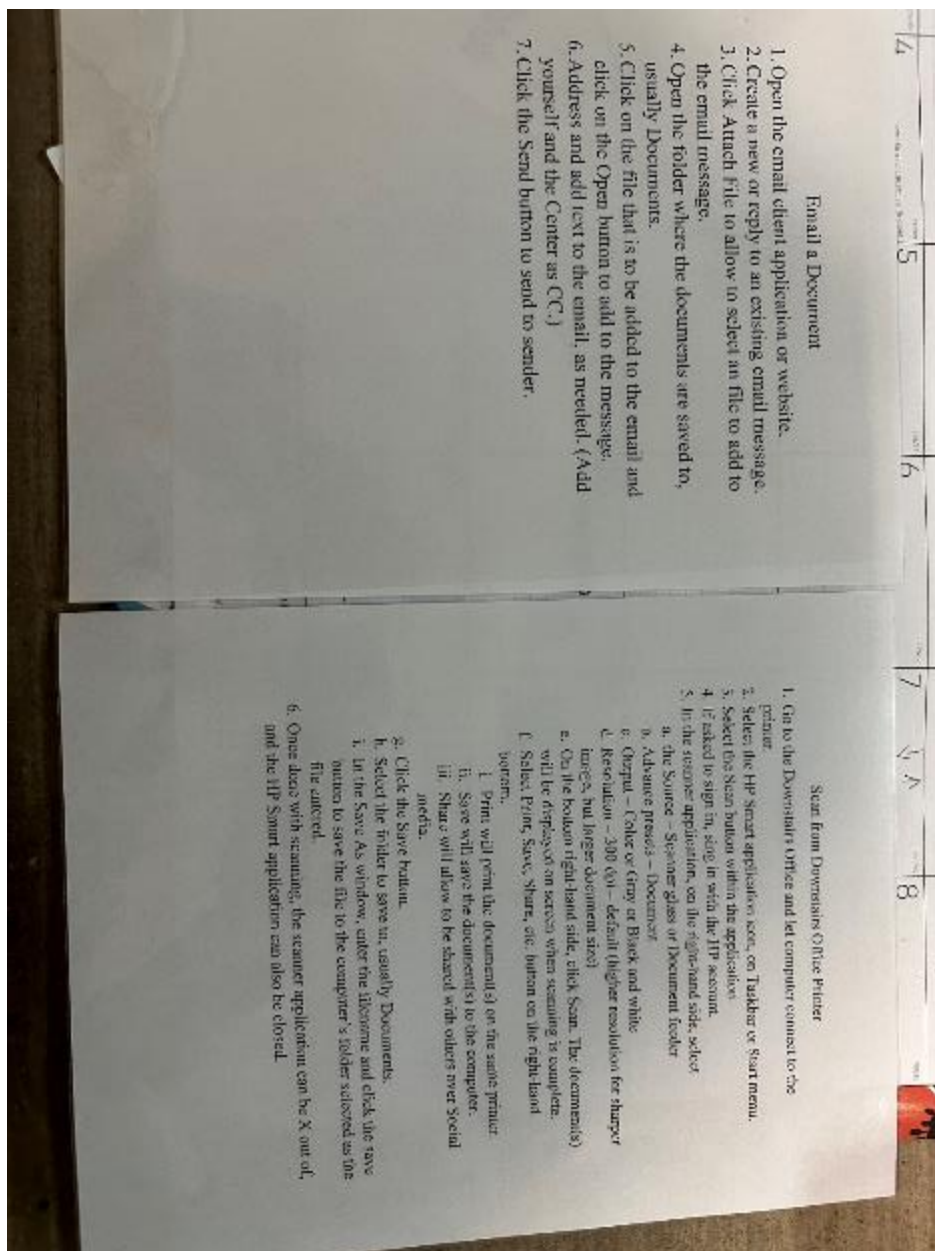
Week 6



Email Document laminated cheat sheet



Scan from Document laminated cheat sheet



Both laminated cheat sheets

Week 7

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Week 7

Backup Documents

Open Windows Explorer.
Insert USB backup drive in USB port on computer.
Select Documents folder with folder icon.

Select all files + folders by
clicking on first item, holding
down shift key, and clicking
the last item in folder.
Let go of shift key.
Right-click + select
Copy to copy all files.

Select to USB device +
Select to Computer Documents
folder.
Right-click in blank space of folder
and select Paste.
If message appears about same
name then, click Skip all files

10/29/22

Week 7

Select Documents folder with
document icon.

Select all files + folders by
clicking on first item,
press and hold Shift key,
click on last item.

Let go of Shift key.

Right-click and
select Copy

Select USB drive +

Select OneDrive Documents
Folder.

Right-click in blank space
and select Paste.

If message appears about same
name items, select skip items

Once all items are copied to USB
drive, select the USB drive icon
and right-click and click Eject.
message that it's safe to remove
USB drive appears when can
be removed.

Remove USB drive + store in
file folder.

Backup Documents Folders¶

Open Windows Explorer.¶

Insert the USB backup drive in the USB port on computer.¶

Select the **Documents** folder with the folder icon.¶

Select all files and folders by clicking on the first item, holding down the **Shift** key, and clicking the last item in folder.¶

Let go of **Shift** key.¶

Right-click and select **Copy** to copy all items.¶

Select the **Computer Documents** folder on the USB drive.¶

Right-click in blank space of folder and select **Paste**.¶

If message appears about same name items, click **Skip all items**.¶

¶

Select the **Documents** folder with the document icon.¶

Select all files and folders by clicking on first item, press and hold **Shift** key, and click on last items.¶

Let go of **Shift** key.¶

Right-click and select **Copy**.¶

Select USB drive and select **OneDrive Documents** folder.¶

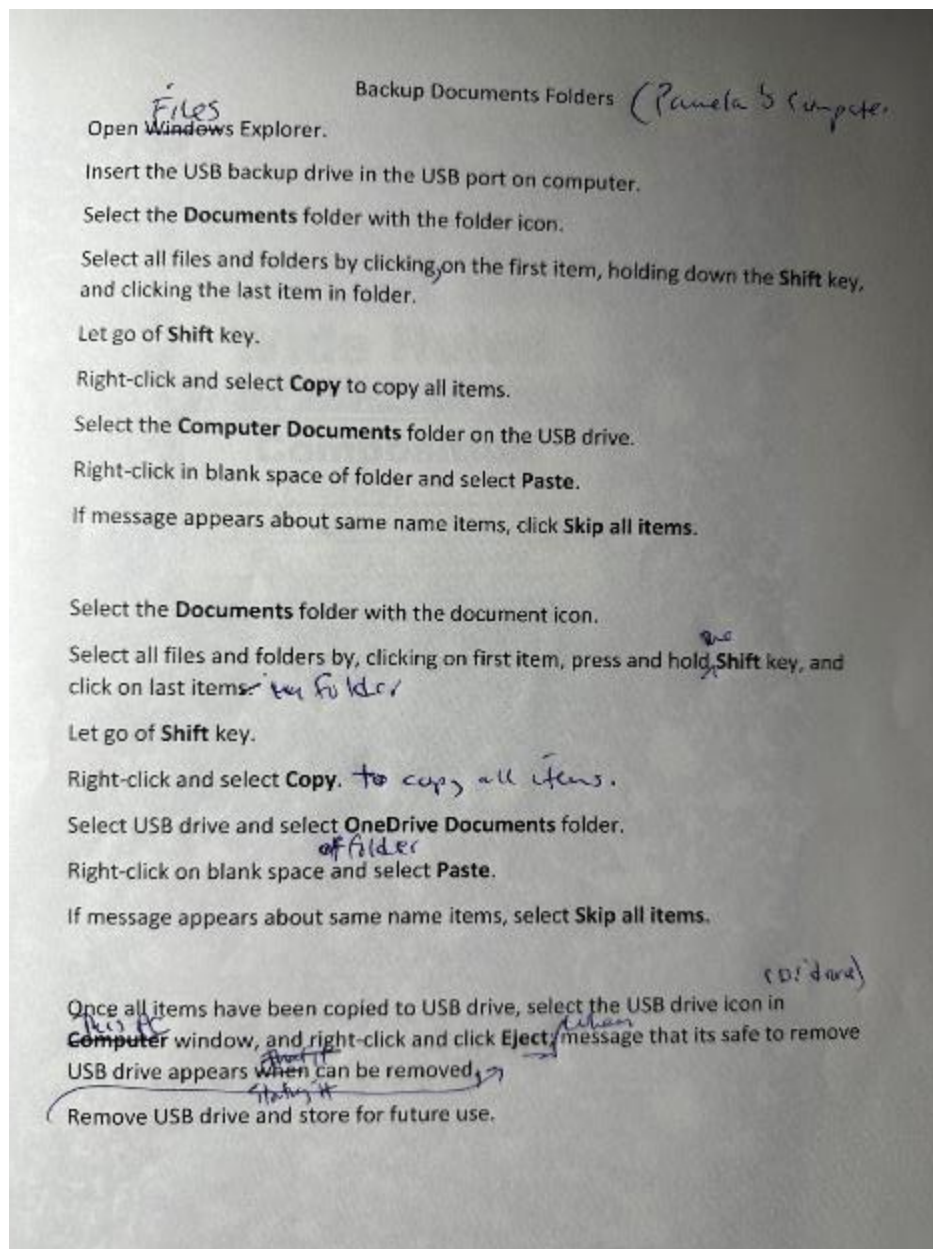
Right-click on blank space and select **Paste**.¶

If message appears about same name items, select **Skip all items**.¶

¶

Once all items have been copied to USB drive, select the USB drive icon in **Computer** window, and right-click and click **Eject**; message that it's safe to remove USB drive appears when can be removed.¶

Remove USB drive and store for future use.¶



Revisions that are needed for Backup Documents Folders, based on review with Director

Week 9

Backup Documents Folders from Pam's Computer ¶

Open Files Explorer. ¶

Insert the USB backup drive in the USB port on computer. ¶

Select the **Documents** folder with the folder icon. ¶

Select all files and folders by, clicking on the first item, holding down the **Shift** key, and clicking the last item in folder. ¶

Let go of **Shift** key. ¶

Right-click and select **Copy** to copy all items. ¶

Select the **Computer Documents** folder on the USB drive. ¶

Right-click in blank space of folder and select **Paste**. ¶

If message appears about same name items, click **Skip all items**. ¶

¶

Select the **Documents** folder with the document icon. ¶

Select all files and folders by, clicking on first item, press and hold the **Shift** key, and click on last item in folder. ¶

Let go of **Shift** key. ¶

Right-click and select **Copy** to copy all items. ¶

Select USB drive and select **OneDrive Documents** folder. ¶

Right-click on blank space of folder and select **Paste**. ¶

If message appears about same name items, select **Skip all items**. ¶

¶

Once all items have been copied to USB drive, select the USB drive icon (D: drive) in **This PC** window, and right-click and click **Eject**; when message that it's safe to remove USB drive appears stating it can be removed, remove USB drive and store for future use. ¶

Revised Backup Documents Folders cheat sheet and what was laminated

Copy Back Documents Folders to Pam's Computer¶

From the Office computer, open **Files Explorer**.¶

Insert the USB backup drive in the USB port on the computer.¶

Select the **Documents** folder with the document icon (this is the only one on this computer).¶

Select all files and folders by, clicking on the first item, holding down the **Shift** key, and clicking the last item in the folder.¶

Let go of the **Shift** key.¶

Right-click and select **Copy** to copy all items.¶

Select the USB drive and select **OneDrive Documents** folder.¶

Right-click on blank space of folder and select **Paste**.¶

If message appears about same name items, select **Skip all items**.¶

If there are specific documents that are known to be newer on this computer but exists on the other computer as well, select them individually and **Copy** and **Paste** to the USB drive.¶

Once all items have been copied to USB drive, select the USB drive icon (**D: drive**) in **This PC** window, and right-click and select **Eject**; when message that it is safe to remove USB drive appears stating it can be removed, remove USB drive.¶

¶

Place USB drive in personal computer.¶

Select the **OneDrive Documents** folder on the USB drive.¶

Select all files and folders by, clicking on the first item, holding down the **Shift** key, and clicking the last item in the folder.¶

Let go of the **Shift** key.¶

Right-click and select **Copy** to copy all items.¶

Select the **Documents** folder with the document icon on the computer.¶

Right-click on blank space of folder and select **Paste**.¶

If message appears about same name items, select **Skip all items**.¶

If there are specific documents that were known to be newer on from other computer but exists on this computer as well, select them individually and **Copy** and **Paste** from USB drive to this computer.¶

¶

Once all items have been copied to computer, select the USB drive icon (**D: drive**) in **This PC** window, and right-click and select **Eject**; when message that it is safe to remove USB drive appears stating it can be removed, and store for future use.¶

Copy Back Document Folders cheat sheet and what was laminated

Week 10

November 19, 2022

Inventory and Usage

Item	Usage
Hp laptop	Director
Samsung Chromebooks (2)	Staff and Children
Samsung tablets (4)	Staff and Children
HP Printer (School age)	Staff and children
HP Printer (Downstairs office)	Directors

Inventory and Usage writeup