

**Project Plan Title:** Georgetown University Information Systems – Technical Support

**Project background:** IT is a growing field and current times have pushed much support to be virtual. No more are technicians able to put physical hands on a machine, instead they use remote tools to view the user’s screen and if needed, control the keyboard and mouse. This internship will expose the interns to the tech support field and the increasing demands of supporting users at home, wherever that may be.

**Project description:** The interns will be asked to shadow technicians to solve issues that users are having. By the end of the internship, the students should be able to take the lead in the repair effort for common issues and leverage Google to find solutions to issues they cannot resolve. Self paced training from Google, Apple, Microsoft, Youtube and LinkedIn Learning will be used to help develop the technical and customer support skills needed to provide great service. Interns will also be able to gain hands-on experience in FreshService, an ITIL based support platform to handle customer requests. Weekly the interns will be exposed to career building workshops to include a college preparation session with tips from financial aid and admissions professionals. The intern will have skills needed to earn certifications from leading vendors and produce a presentation demonstrating skills developed.

**Project Deliverables:** *Provide clear information on **how** interns are to deliver the project of value – specify deliverable due dates.*

- This indicates what the intern should produce by the end of each week (or deadline prescribed)
- *Please outline using the Weekly Project Deliverables and Complete Internship Project Plan tables*

**Weekly Project Deliverables:**

	<b>Weekly Focus/Content</b>	<b>Weekly Project Deliverable(s)</b>
Week 1	GU Introduction, Imaging Windows and Macintosh, Mentor Matching, Team Mission, Expected Internship Content, A+ Course Prep LinkedIn (Mike Meyers), Independent and Mentor Project Work	Paper Work, ID, Account Login, Virtual Tour, Mentor Assignment, Project Plan and Deliverables. Focus on endpoint software deployment. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals.
Week 2	FreshService Training, LinkedIn Learning Customer Service, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on customer service.
Week 3	Apple ACMT Training, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on hardware

Week 4	Apple ACMT Training Continued, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on networking.
Week 5	Apple ACMT Training Continued, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on cloud computing.
Week 6	Next Steps / College Prep Session / Presentation, A+ Course Prep LinkedIn (Mike Meyers), Independent and Mentor Project Work	Completion of self paced training. With the guidance of the mentor, complete project work using Zoom and other remote tools in alignment with team goals. Focus on peripherals.

### Complete Internship Project Plan

	Industry mentorship & feedback	Industry specific deliverables/remote tasks ( <i>insert weekly deliverables</i> )	Professional skill development
Suggested hours/week* ( <i>hours may vary by week</i> )	5 – 7 hours	6 – 8 hours	4 – 5 hours
Week 1 (14 – 25 hours)	GU introduction, imaging windows and macintosh, mentor matching, Team meetings, mission, expected internship content, remote tool introduction. Lunch and Learn with senior leadership.	Paper Work, ID, Account Login, Virtual Tour, Mentor Assignment, Project Plan and Deliverables.  Focus on endpoint software deployment.	A+ Course Prep LinkedIn (Mike Meyers)
Week 2 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership.	Independent and Mentor Project Work, Focus on customer service.	FreshService Training, LinkedIn Learning Customer Service, A+ Course Prep LinkedIn (Mike Meyers)
Week 3 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership.	Independent and Mentor Project Work, Focus on hardware.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers)
Week 4 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership.	Independent and Mentor Project Work, Focus on networking.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers)

Week 5 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership. Discussion of OnRamps presentation content.	Independent and Mentor Project Work, Focus on cloud computer.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers)
Week 6 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership. Finalize OnRamps presentation and practice. College prep session with admissions and financial aid. Creating LinkedIn Profile	Independent and Mentor Project Work, Focus on peripherals.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers), Creating LinkedIn Profile

Information Technology: Sample Weekly Schedule – On-Ramps: Inadev

Week 3 Schedule	Live Mentorship & Feedback (5-7 hours per week)		Project Specific Deliverables/ Remote Tasks (6-8 hours per week)		Professional Skill Training (4-5 hours per week)		14-25 hours per week
	Schedule / Description	Hours Planned	Schedule / Description	Hours Planned	Schedule / Description	Hours Planned	Total Hours
Monday July 6	Beginning of the week check in  <a href="https://meet.google.com/">https://meet.google.com/</a>	1	Learn Linux programming skills  <a href="https://youtu.be/wBp0Rb-ZJak">https://youtu.be/wBp0Rb-ZJak</a>	3	Configure your terminal to use with AWS-CLI (if you need help with this please let me know)	1	5
Tuesday July 7			Learn Linux programming skills  <a href="https://youtu.be/wBp0Rb-ZJak">https://youtu.be/wBp0Rb-ZJak</a>	4	Continue to practice Linux commands and install python on your Linux virtual machine	1	5
Wednesday July 8	Check in with mentor to track progress and ask questions.	1	Continue to study networking concepts  <a href="https://youtu.be/EkNq4TrHP_U">https://youtu.be/EkNq4TrHP_U</a>	3	Continue studying networking concepts	1	5
Thursday July 9			Learn CIDR Block notation  <a href="https://youtu.be/z07HTSzzp3o">https://youtu.be/z07HTSzzp3o</a>	3	Write out a subnet masking chart	2	5
Friday July 10	Weekly update to track progress and discuss next week plan	1	Learn how to write scripts using linux  <a href="https://youtu.be/_n5ZegzieSQ">https://youtu.be/_n5ZegzieSQ</a>	3	Write a script to create a VPC and subnet in AWS  Run script to create VPC and subnets	1	5
<b>Total Hours</b>							<b>25</b>