



Hybrid IT Management Framework

Reflection

Bachelor Electronics - ICT
Choice trajectory Cloud & Cyber Security

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1 INTRODUCTION

This document serves as a reflection on my internship at Hewlett Packard Enterprise. This internship had a duration of three months, from the first of March 2021 until the 28th of May 2021. During this internship I worked on a project for the Hybrid IT team.

The first part will contain a substantive reflection, in which I will look back on the assignment and the execution hereof. Next a personal reflection will follow in which I will evaluate my own personal experience and improvement during this internship.

2 SUBSTANTIVE REFLECTION

The project for Hewlett Packard Enterprise (HPE) that I've worked on during three months is a framework that contains code configuration files and textual documents such as implementation guides for several technologies. The primary focus of the project was providing central management solutions in a hybrid IT environment, but some other functionalities were also elaborated in this project, such as security and monitoring tools.

This project enables HPE to integrate parts of the framework (or the entire framework) in customer projects, which can save their consultants a lot of time. The purpose of this framework is not to be directly served as a solution for a customer, it is rather intended to serve as a framework from which several parts can be taken to be included in a customer solution. All the solutions in this framework contain the necessary baseline to function safely and efficiently. The guides explain which actions need to take place, or which configurations need to be made, to further customize a technology to a customers wishes.

The project is currently complete, and thus satisfies the previously made user stories. A central server management solution is included, along with a central user management and authorization solution, and the necessary security configurations have been made. (A full list of the user stories can be found in the plan of action) The possibility to make changes to the configurations in the framework in the future also exists, to keep the framework up to date with new developments in hybrid IT technologies.

PERSONAL REFLECTION

Personally I have learned a lot these past three months. To correctly execute the assignment I first researched different kinds of solutions and technologies. This helped me to gain a better theoretical understanding of the technologies which I did not understand well enough before my internship. I further used this research to create case studies, this way I could also gain practical experience with certain technologies. The assignment of the internship was in the theme of hybrid IT environment, so my new knowledge is mostly in this subject.

The past three months have also helped me to understand better what I would like to do in the future as a job. My internship mentor showed me the internal operations of HPE, and explained the process of what happens when they receive a new customer request. I was also able to sit in on a few customer meetings. This all helped me understand the daily operations in consultancy better.

Technical problems always exist in an IT-project, I was also able to experience this several times during the configurations of the technical parts. I am quite an independent person however, so I always researched how to fix these problems first. If there was something that I could not fix myself after doing the research, then I asked my mentor for guidance. He never gave away the solution, but did point me in the right direction so that I could fix it myself and learn from it.

In the final week of my internship I was allowed to give a demo to several other employees of HPE, including a manager, to explain my project to them. I had to explain both the technical side as the business side. Presenting has never been my strongest ability, but I did notice that this presentation went a lot better than presentations I had given in the past. I felt less nervous and was able to calmly explain everything. A few days before this presentation I had received some tips from my mentor and my HR mentor, which I utilized to successfully present my demo.