
A Systems Engineering Internship: VMWare takes over

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Abstract

This poster outlines a technical infrastructure internship experience by a final year Bachelor of Computing Systems student studying at the Eastern Institute of Technology. This internship involved working in the role of a systems engineer for a Napier-based company; Devine Computing Ltd.

Keywords

VMWare, internship, vendors, systems engineer, server configuration

Introduction

This internship aimed to gain real world experience in the support of IT systems and networks in the Hawkes Bay business environment. The role of the intern was equivalent to mid-level Systems and Network Engineer. This senior level of this particular internship was due to previous industry experience of the student.

Methodology

The methodology of the systems engineering internship itself is aligned to the strong emphasis within the Bachelor of Computing Systems in linking to the IT industry.

The intern discovered a range of partial business methodologies that the company was using in the range of IT support supplied to its clients. A type of hybrid ITIL and

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Helpdesk methodology was used at Devine Computing, whereby the systems engineers were required to operate in a reactive environment delivering IT support as a service.

Structure

The intern was involved in a range of activities:

Configuring a new HP ML350 G6 for use as a multi-client VMWare host

Installing and configuring MS SBS 2008 with Exchange

Assisting Devine Computing Clients with problems via remote control software

Configuring and testing new HP workstations for an industrial SCADA implementation

Results

The experience the intern gained with installing and configuring new virtual servers in a production environment allowed them to apply their knowledge gained from their BCS studies. This IT internship highlighted the need for EIT to add more VMWare practical teaching as part of their technical infrastructure courses on the BCs degree to prepare interns and graduates for industry.

Conclusion

Although the intern already has several years experience in IT support, the internship structure and reporting requirements allowed them to propose more structure and documentation to the general IT support activity at the company.

References

Devine Computing (2011). Your total IT solutions provider. Retrieved June 10, 2011, from <http://www.devinecomputing.co.nz/>