CSIT 3185.002 - CRN 31374

INTERNSHIP with PROVALUS - PART 1

INSTRUCTOR NAME & INTERNSHIP DIRECTOR:
Dr. Matthew A. Beauregard

EMAIL: beauregama@sfasu.edu
PHONE: 936-468-2508

OFFICE: STEM 312
DEPARTMENT: Computer Science

TERM LENGTH: May 30, 2023 – August 3, 2023
CREDIT HOURS: 3

INTERNSHIP LOCATION: STEM 411

INTERNSHIP SUPERVISOR: Mr. Trevor Vardeman (trevorvardeman@provalus.com)

PREREQUISITES: Student pursuing Computer Science, Computer Information Systems, Data Analytics, or Information Technology in the Department of Computer Science. Overall grade point average of 3.0 or higher. Junior or Senior standing. Four of the following courses must be completed to be considered for the internship and consent of the Internship Supervisor.

<table>
<thead>
<tr>
<th>Course</th>
<th>Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCI 2311 - Event-Driven Programming</td>
<td>CSCI 3341 - Principles of Operating Systems</td>
</tr>
<tr>
<td>CSCI 2314 - Computer Organization and Architecture</td>
<td>CSCI 3342 - Algorithm Analysis</td>
</tr>
<tr>
<td>CSIT 1300 - Introduction to Problem-Solving</td>
<td>CSCI 3362 - Data Analytics I</td>
</tr>
<tr>
<td>CSCI 3101 - Contemporary Programming Language</td>
<td>CSIT 1300 - Introduction to Problem Solving</td>
</tr>
<tr>
<td>CSCI 3302 - Data Structures</td>
<td>CSIT 2301 - Introduction to Information Technology</td>
</tr>
<tr>
<td>CSCI 3321 - Client Server Web Programming</td>
<td>CSIT 3340 – Appl. Software in Microcomputers</td>
</tr>
<tr>
<td>CSCI 3323 - Software Engineering</td>
<td>CSIT 3350 - Internet Technologies</td>
</tr>
<tr>
<td>CSCI 3331 - Object-Oriented Programming Methods</td>
<td>CSIT 3351 - Internet Programming Concepts</td>
</tr>
<tr>
<td>CSCI 3333 - Discrete Structures</td>
<td>CSIT 3353 - System Administration</td>
</tr>
</tbody>
</table>

LIMITATIONS: May be repeated for a total of three hours credit. No more than 3 hours of internship (CSIT 3185, CSCI 3185) may count toward CSCI/CSIT advanced hours in a bachelor’s degree in the Department of Computer Science.

CATALOG DESCRIPTION

Supervised on-the-job training in one or more facets of the field of information technology. May be repeated to a total of three hours credit. No more than 3 hours of internship (CSIT 3185, CSCI 3185) may count toward a bachelor’s degree in the Department of Computer Science. Pass or Fail.

PURPOSE OF COURSE
To encourage majors and minors to obtain employment, and therefore experience, in computing while working toward their college degree, thereby improving their learning experiences and capabilities for performing as computing professionals.

This internship is an opportunity to gain practical knowledge about how technology can be used in business as well as how to implement technology projects in practice. During the internship, you will learn what challenges service managers and ServiceNow developers face and how you can deal with them. We will cover issues in the field of architecture, business processes, analysis, integration, data management and many others.

Unexpected twists, obstacles, unique opportunities, and creative space - ensured. Useful knowledge, support and inspiration will be provided by Provalus SME’s, who face similar problems daily in projects carried out for our clients.

If you also feel at ease in teamwork, and you feel butterflies in your stomach when you think about technological issues, there is a good chance that the Provalus Service Management & Development Internship will be an amazing adventure for you! All participants who succeed in the screening process will be offered a semester long internship.

COURSE CALENDAR

This is not a classroom course, but an experiential course in partnership with Provalus and the Department of Computer Science. Students will report for work on an average of 15-20 hours per week throughout the duration of internship.

EDUCATIONAL OBJECTIVES

Upon successful completion of the course, students should be able to:

1. Engage in supervised on-the-job training in one or more facets of the field of computer science.

2. Interact with full-time computing professionals at managerial, journeyman, and entry levels, in the employer's environment.

3. Establish a professional relationship with the employer that may lead to a full-time professional position.

4. Receive supervisor appraisal of performance that becomes a part of the official record of the internship course completion; a form for this purpose is provided to the employing supervisor.

5. At the end of the internship period, complete a survey or report describing the duties performed, learning experiences, hours worked, and suggestions for improving the handling of the course.

STUDENT RESPONSIBILITIES
1. Complete an application, as delivered by Provalus and the Department of Computer Science. Obtain approval of Internship Director and Supervisor. If approved, you will be provided permission and invited to enroll in the course.

2. Perform duties of position as required by Provalus:
   a. **General Description:** This internship is an opportunity to gain practical knowledge about how technology can be used in business as well as how to implement technology projects in practice. During the internship, you will learn what challenges service managers and ServiceNow developers face and how you can deal with them. We will cover issues in the field of architecture, business processes, analysis, integration, data management and many others.
   b. **Job Duties:**
      i. Perform tasks assigned by mentor and/or team lead related to service management/development.
      ii. Provide event management and incident triage/management for assigned service management environment.
      iii. Support teams on assigned service delivery/development projects.
      iv. Utilize knowledge of design, development, coding, and testing across various technology domains to satisfy Client requests.
      v. Complete assigned vendor/Client training within the specified amount of time.
      vi. Provide support to team members during development projects as necessary.
      vii. Be punctual and professional. Have fun!

3. Attend one CSCI 5180 and CSIT 3185 group meeting during the term length as announced by the internship director. Communication with enrolled students will be conducted through SFA email. Brightspace will not be used for the Internship.

4. A report describing the duties performed, learning experiences, total hours worked, and suggestions for improving the overall experience for future students will be submitted to the Internship Coordinator, Dr. Matthew Beauregard. This will be facilitated through a Microsoft Form and sent to your SFA email to be completed by August 3, 2023.

5. A professional resume that documents the internship experience is to be delivered by mid-term, July 14, 2023. The resume shall be given to both the Internship Supervisor and Coordinator for review and feedback.

6. Creation or update of your LinkedIn profile documenting the internship experience.

7. At the conclusion of the internship, obtain a supervisor appraisal of performance. A form for this purpose will be provided directly to your supervisor.

A **passing grade of P** will be earned for a student that completes all the above responsibilities. A student earning a passing grade will **qualify to earn a $1,000 scholarship** to be applied and utilized in the following summer or long semester.

A grade of F will disqualify the student from future enrollment in any internship course.
INTERNERSHIP DIRECTOR (FACULTY MEMBER) RESPONSIBILITIES

1. Counsel with students when necessary.

2. Meet with CSCI 5180 and CSIT 3185 students, as a group, one time throughout the duration of the internship. The meetings will be announced through SFA email. The mid-term meeting will occur at 12:00pm (noon) in STEM 311 on July 14, 2023.

3. Coordinate any additional activities with employer and students within the course.

4. Assign course grade, Pass or Fail, based on employer performance appraisal, work log reports, and student's final report.
University Policies

Mental Health Statement

SFASU values students’ mental health and the role it plays in academic and overall student success. SFA provides a variety of resources to support students’ mental health and wellness. Many of these resources are free, and all of them are confidential.

On-campus Resources:

SFASU Counseling Services
www.sfasu.edu/counselingservices
3rd Floor Rusk Building
936-468-2401

SFASU Human Services Counseling Clinic
www.sfasu.edu/humanservices/139.asp
Human Services Room 202
936-468-1041

Crisis Resources:
Burke 24-hour crisis line 1(800) 392-8343
Suicide Prevention Lifeline 1(800) 273-TALK (8255)
Crisis Text Line: Text HELLO to 741-741

Academic Integrity (4.1)

Academic integrity is a responsibility of all university faculty and students. Faculty members promote academic integrity in multiple ways including instruction on the components of academic honesty, as well as abiding by university policy on penalties for cheating and plagiarism.

Definition of Academic Dishonesty

Academic dishonesty includes both cheating and plagiarism. Cheating includes but is not limited to (1) using or attempting to use unauthorized materials to aid in achieving a better grade on a component of a class; (2) the falsification or invention of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism. Plagiarism is presenting the words or ideas of another person as if they were your own. Examples of plagiarism are (1) submitting an assignment as if it were one's own work when, in fact, it is at least partly the work of another; (2) submitting a work that has been purchased or otherwise obtained from an Internet source or another source; and (3) incorporating the words or ideas of an author into one's paper without giving the author due credit. Please read the complete policy at http://www.sfasu.edu/policies/4.1-student-academic-dishonesty.pdf.

Withheld Grades Semester Grades Policy 5.5)
Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average. For additional information, go to http://www.sfasu.edu/policies/course-grades-5.5.pdf.

Students with Disabilities

To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

Disclaimer: Per SFA policy 5.4, this schedule and chosen exercises reflects that for each credit hour we will have one hour of faculty instruction with at least two hours of out-of-class student work per week. In other words, for an X credit hour class the student should expect X class hours of faculty instruction with 2 times X out-of-class hours of student work per week.