CIS 4970
FIELD STUDY
IN COMPUTER INFORMATION SYSTEMS
Proposal Handbook

PLEASE READ THIS HANDBOOK BEFORE SUBMITTING YOUR CIS 4970 PROPOSAL

Contact Us:
Department of CIS
55 Park Place
17th Floor
Atlanta, Ga 30303
404.413.7360
CIS 4970 Field Study Checklist

- When submitting an attached document, please include your Full Name in the "filename." Example: John Doe Offer Letter
- Please make sure your attachments are in PDF format. (File size should be less than 1000 KB)
- It is highly recommended that you type and save your responses in an application such as MS Word first to safeguard against fragmented sentences, grammatical errors, misspellings, etc.
- **Do not provide a one-word list of responses without explanation.** The purpose of the proposal is to express, in writing, how your position and/or duties are related to information systems. Therefore, please use complete sentences.
- Please make sure you have entered your information correctly before submission.

1. I have read the CIS 4970 Field Study Handbook in its entirety.
2. I understand that I must complete the following course prerequisites to be eligible for CIS 4970: CIS 3260 (B or better), CIS 3001, CIS 3300, and CIS 3730.
3. I fully understand that the prerequisite courses cannot be taken concurrently with CIS 4970 and that no exceptions will be granted.
4. I understand that the field study position may be an internship, part-time or full-time job related to information systems and must consist of a minimum of 20 hours per week.
5. I understand that I can only earn credit for CIS 4970 by securing a position that is active during the semester in which I wish to receive credit.
6. I understand that the position must cover the semester from start to end, along with acknowledging that the semester dates can be found on the GSU academic calendar.
7. I am aware that IT help desk support, website maintenance, and other similar Tier 1 duties related to Technical Support, Customer Support or Retail Store Support will not be approved for credit.
8. I am aware that I have a two-attempt limit per semester for submitting my proposal for review.
9. I am aware that I may submit the proposal during the university’s open registration period for the semester in which I plan to earn academic course credit.
10. I am aware that the deadline to submit the field study proposal is the last day of late registration for Georgia State University and acknowledge that this information can be found on the GSU academic calendar.
11. I hereby certify that the information I've provided in the proposal is free from plagiarism and has not been fabricated or altered to receive approval to register for CIS 4970.
12. I understand that if it is found that the information has been plagiarized, fabricated, or altered, I am ineligible to register for CIS 4970.
13. I understand that I must receive departmental approval first before registering for CIS 4970.
14. I understand that if my field study proposal is rejected, I will be unable to register for CIS 4970.

By signing this checklist, I agree to fulfill the requirements stated in this document and in the course outline for authorization for CIS 4970, Field Study in CIS.

_____________________________  ___________________________
Student’s Printed Name                     Date

_____________________________
Student’s Signature

______  ________
______  ________

______  ________
CIS 4970 Internship Handbook

Students majoring in Computer Information Systems have the option to choose between the Field Study in CIS course (CIS 4970) or System Development Projects course (CIS 4980). Before registering for either CIS 4970 or CIS 4980, the student must complete all CIS 3000 level core courses: CIS 3260, CIS 3001, CIS 3300, and CIS 3730.

CIS 4970 - Field Study in Computer Information Systems (undergraduate)

Prerequisite: Senior class standing. CIS 3260 (at B or better), CIS 3001 and CIS 3300 and CIS 3730, GPA 2.5.

Requirements: Must meet RCB upper division course requirements and 45 semester hours, CSP 1, 2, 3, 4, 5, 6, 7.

This course is designed to provide the senior level student an opportunity to assist with the planning and implementation of computing technologies with an approved employer. Students may perform information systems trainer/consultant and/or end user support duties. Students will meet periodically with a mentoring instructor to discuss problems and issues relevant to the area of implementing computer information systems. Compensation may or may not be granted for the internship/practicum. This course may include a Signature Experience component. 3.000 Credit hours

Prerequisites:
Starting from the 2014-2015 academic year and forward:

- CIS 3260 is a required core course for all CIS major students.
- CIS 3265 exam may be taken with a 90% or better grade to fulfill the CIS 3260 prerequisite requirement
- CIS 3260 and CIS 3001 may be taken together in the same semester
- Both CIS 3300 and CIS 3730 require CIS 3260 with a B or better grade
- The CIS 4970 class has task/deliverables that must be performed while gaining real-world experience.
- Students earn a letter grade in CIS 4970.
Steps to Receive Credit for CIS 4970

1. **Find a Position:** The internship, part-time or full-time position must be CIS-related. You may find the position either through your own search efforts (which is strongly encouraged), University Career Services (UCS), the RCB Career Advancement Center (CAC) or through other resources. (See list below)

   CIS undergraduate majors can contact the CAC for job search assistance. You can connect with Handshake for information on available jobs, internships, and interview opportunities with employers who want to hire RCB students. The CAC is located at 55 Park Place, 12th Floor.

   **NOTE:** The position should be at least 20 hours per week. Please keep a copy of the job posting in case further review is needed.

<table>
<thead>
<tr>
<th>COMPANY</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCB Career Advancement Center</td>
<td><a href="https://robinson.gsu.edu/cac/">https://robinson.gsu.edu/cac/</a></td>
</tr>
<tr>
<td>GSU Career Services</td>
<td><a href="http://career.gsu.edu/">http://career.gsu.edu/</a></td>
</tr>
<tr>
<td>TAG/TechFetch Job Board</td>
<td><a href="http://www.techfetch.com/job/tagonline/">http://www.techfetch.com/job/tagonline/</a></td>
</tr>
<tr>
<td>Computer Software/Systems jobs</td>
<td><a href="http://www.nationjob.com/computers">http://www.nationjob.com/computers</a></td>
</tr>
<tr>
<td>Intern Jobs</td>
<td><a href="http://www.internjobs.com/">http://www.internjobs.com/</a></td>
</tr>
<tr>
<td>Inroads, Inc.</td>
<td><a href="http://inroads.org/students">http://inroads.org/students</a></td>
</tr>
<tr>
<td>Internship Programs</td>
<td><a href="http://www.internshipprograms.com/">http://www.internshipprograms.com/</a></td>
</tr>
<tr>
<td>Wet Feet</td>
<td><a href="https://www.wetfeet.com/">https://www.wetfeet.com/</a></td>
</tr>
<tr>
<td>Georgia Governors Intern Program</td>
<td><a href="http://www.ganet.org/governor/intern">http://www.ganet.org/governor/intern</a></td>
</tr>
<tr>
<td>Intern Abroad</td>
<td><a href="http://www.goabroad.com/intern-abroad">http://www.goabroad.com/intern-abroad</a></td>
</tr>
<tr>
<td>Idealist</td>
<td><a href="http://www.idealist.org/">http://www.idealist.org/</a></td>
</tr>
<tr>
<td>Opportunity Knocks</td>
<td><a href="http://www.opportunityknocks.org/">http://www.opportunityknocks.org/</a></td>
</tr>
<tr>
<td>Georgia Dept. of Labor</td>
<td><a href="http://www.dol.state.ga.us">www.dol.state.ga.us</a></td>
</tr>
<tr>
<td>NAC Employer/Student Network</td>
<td><a href="http://www.nacelink.com/">http://www.nacelink.com/</a></td>
</tr>
</tbody>
</table>

2. **Submit Your Proposal Application:** A clear understanding of the position needs to be documented in your proposal application. The proposal should be detail oriented, describing your responsibilities and duties. This includes international students doing curricular practical training (CPT). A sample proposal is included at the end of this packet.

   Your proposal application is where you provide:
   - **Semester, year** in which you plan to earn academic credit (e.g. SPR, 2024)
   - **Company and division** information
   - **Objectives:** What will you learn?
   - **Specific Tasks:** What will you be doing to learn?
     - **Do not cut and paste a job description, use the formatting examples.**
   - **Self-directed dates** when you will learn/accomplish them over the course of the semester (You **must** identify dates.)
3. **Employment Letter:** You must submit an offer letter or proof of employment (documentation that proves that you currently work or will work there). Please ask your employer to confirm that you are working for them with a letter or email during your semester. A job offer letter on company letterhead, or an email offer, is common. [You can send other proof, such as a scan of your company badge or paycheck. Please mark out, cover, or hide any confidential information.]

*The complete proposal should include:*
- Proposal Application
- Employment letter or proof of employment from your employer
- A copy of the job posting

All documentations must be submitted using the online proposal application found on the CIS Website.

https://robinson.gsu.edu/academic-departments/computer-information-systems/student-resources/internships/

4. **Departmental Approval**
Proposals are reviewed every Friday during the university’s open registration period, except during designated holidays or days in which the university is closed. You may check GSU’s academic calendar for official registration dates.

Registration for CIS 4970 is during normal registration periods – so you must prepare (secure a CIS-related position and approval) before registration ends if you plan to obtain real-world experience during that semester. You will receive permission to register after the department is satisfied with your proposal and proof of employment has been verified.

After department approval is given, you will receive an email that states that you are cleared to register for CIS 4970.

**NOTE:** You will receive a registration error if you try to register for CIS 4970 without getting approval!

5. **CPT Approval (for international students only)**
If the curricular practical training (CPT) is required for international students, please initiate a CPT form from iStart in the ISSS web site [http://isss.gsu.edu/istart-for-scholars/](http://isss.gsu.edu/istart-for-scholars/) and send the following information to Dr. Shuguang Hong, [shong@gsu.edu](mailto:shong@gsu.edu).
1. Number of credit hours requested. (The first capstone course requires three credit hours. The subsequent capstone course may be one to three credit hours.)
2. Number of hours per week
3. The starting date and ending date of the internship
4. The company name and address

**NOTE:** It may take 2 to 3 business days for processing the CPT form.
A-2080

Contact

Internship Source
Other Internship Sources
Personal Email

Internship Information

Internship Name A-2080
Applied Year 2022
Start Date 6/6/2022
CPT Required

Position Details

Position Title Intern
Position Type Internship
Is your position paid?

Company Detail

Company Name EconoCheck
Company Address
Supervisor Name
Supervisor Phone

Internship Outline And Objectives:

1. Company background information:
Econocheck delivers bottom-line benefits to financial institutions by strengthening account holder relationships and providing new-fee income streams. Since 1973, thousands of financial institutions have profited from Econocheck’s data-driven retail checking and small business strategies, direct response insurance programs, and identity protection services. In an ever-changing and increasingly competitive marketplace, Econocheck transforms the way customers view their banking relationship and the way institutions deliver value. Their customized solutions offer the enhanced services prized most by consumers and businesses, including identity & data security, cell phone protection, accidental death & dismemberment coverage, credit monitoring, entertainment discounts, health savings, and financial management tools.

Which Career Track is the job related to?
Cybersecurity

2. Job description information:
Through this internship I will have the opportunity to experience computer and information systems in a real-world setting diagnosing threats and vulnerabilities in real-time. Econocheck is a third-party software provider that will afford me an opportunity to experience cyber security practices as it relates to the financial field. While shadowing the IT Department I will experience identity theft investigations, fraud
remediation, and data breach responses, threatening millions of customers nationwide. Econocheck IT services begins with the creation of a strategic analysis focused on both the current and long-term planning and development of customer retention, increased customer cross-selling opportunities, and the reduction of overhead costs of running internal programs. All of the software is serviced in-house through Econocheck; therefore, the opportunity to experience enterprise services on the back end also exist.

While shadowing the IT Department I will experience identity theft investigations, fraud remediation, and data breach responses, threatening millions of customers nationwide. Econocheck IT services begins with the creation of a strategic analysis focused on both the current and long-term planning and development of customer retention, increased customer cross-selling opportunities, and the reduction of overhead costs of running internal programs.

4. Internship objectives:

1. Understand firewall policies related to network and cloud security.
2. Understand identification of suspicious vs. normal network traffic patterns
3. Understand how to implement backup strategies for information security
4. Understand on a high-level application security and information security
5. Understand event logs and network traffic
6. Understand backend functions of enterprise application vendor
7. Real world exposure to the IT environment

5. Specific Tasks to achieve objectives:

1. Review Econocheck policy manual
2. Monitor WatchGuard firewall for network patterns
3. Review the data backup plan, the backup schedule and view the daily database backups and backup of VHDs on servers
4. Industry best practices of application and information security PCI Compliance, SOC Compliance
5. Monitor the using site 24x7, new relic, WatchGuard firewall logs
6. High-level of various enterprise application coding C#, T-SQL, JS, Classic ASP, Html5, CSS3, PowerShell
7. Shadow IT personnel from network team, security team, and enterprise team

6. Major milestones:

1. June 6, 2022 – June 10, 2022
   a. Organization orientation & policy review
   b. Authentication requirements for Econocheck
   c. SOC II / PCI compliance; OSI levels 3 - 4

2. June 13, 2022 – June 17, 2022 (10% completion Internship)
   a. Identifying suspicious vs. normal network traffic patterns using site 24/7, new relic
   b. HTTP: requests fiddler, postman, internal firewall
   c. Zero trust vs. Perimeter Architecture

3. June 20, 2022 – June 24, 2022 (25% completion internship)
   a. User authentication and authorization OAuth2, JWTs
   b. Network segmentation & access authorization using Azure Active Directory

4. July 5, 2022 – July 8, 2022 (50% completion internship)
   a. SOC II / PCI Compliance; OSI levels 5 – 7
   b. Web application firewall (WAF) / OWASP

5. July 18, 2022 – July 22, 2022 (75% completion internship)
   a. Backup strategies
   b. Cloud services and backup schedule-Azure backup and recovery, Daily Backup

6. July 25, 2022 – July 29, 2022 (100% complete internship)
   a. Certificate Management

For Approver Only

Process status

Approval comments

Created By

Last Modified By

Files

Intern Offer Letter-Robinson.pdf

Internship Proposal-Robinson.pdf

Sample Proposal
A-1456

Contact
Internship Source
Other

Company Details
CD-1419

Other Internship Sources
Managing Leaders For Tomorrow (MLT)
External Organization

Personal Email

Internship Information
Internship Name

Applied Year
2021

End Date
5/7/2021

Start Date
1/11/2021

Number of Credit

CPT Required

Position Details
Position Title
Principle Technology Innovation Lead

Position Type
Internship

Is your position paid?
☑

Hours/Week
40.0

Company Detail
Company Name

Company Address

Company Zip Code

Supervisor Name

Supervisor Phone

Supervisor Email

Internship Outline And Objectives:

1. Company background information:
Chick-Fil-A (CFA) is one of the largest American fast food chains founded by S. Truett Cathy in 1967. Originally named the Dwarf House, the company prides itself on their signature chicken sandwiches and being known for their commitment to Christian values throughout the organization. The franchise is closed on Sundays and has a positive and highly recognized customer service reputation. There is more than 2,600 locations primarily in the U.S. and a few locations in the U.K. and Canada. The business strategy involves attaining loyal franchisers that see a long-term invest with the franchise and have a very rigorous criteria when selecting franchisers. The company has also moved on an mobile-app application and online catering.

2. Job description information:
This is a brand-new rotating Co-Op Program that takes place in Atlanta, GA. The program allows interns to switch to various technical functions of the company to experience all aspects of how the company operates. This program gives interns the opportunity to leverage programming and project management skills in a real-life working environment. Interns are also provided a mentor for career coaching throughout the program and meet with key leaders across each function to better understand all aspects of the business.

Which Career Track is the job related to?
Process Innovation
3. What business problems will you solve:

Due to COVID-19, Chick-Fil-A is seeking a need to completely transform their restaurant operations to create a much safer way to order, transact payments, and dining experience for both their customers and employees. Chick-Fil-A has their Chick-Fil-A One app that allows customers to order and accumulate points. This is an area where the company will like to innovate and create new ways to make their current mobile orders both more efficient and leverage the app for a safer experience at the restaurant. Another sector of the business where the company will like to implement a safer environment is within the restaurant operations when it comes to employee interactions. The technology and innovation team is the driving factor of using technology to develop new processes to solve this need.

4. Internship objectives:

1. Enhance my application development skills to understand how different systems interact.
2. My second objective is to learn different programming languages.
3. Learn how to implement project management skills in a real-life working environment.
4. Learn Chick-Fil-A’s preferred systems and technologies.
5. Brainstorm new and innovative ways to solve current business and technical challenges.
7. Plan, develop and execute mobile and web apps.
8. Learn the new safety precautions that CFA has implemented due to COVID-19 using technology.

5. Specific Tasks to achieve objectives:

1. I plan to attend training and workshops provided by the Co-Op program to execute tasks that require application development skills.
2. I am familiar with SQL, however, I will use this experience to learn more about Python as it will be the preferred language used for my position.
3. As it relates to project management, I plan to use effective communication skills and provide timely deliverables to my team.
4. I plan to take advantage of learning the different software platforms that Chick-Fil-A expects interns to use.
5. I will use problem-solving skills that I have learned in the Process Innovation track to provide solutions to the business problem. I will also help brainstorm on how to implement new processes for the operational aspect of the restaurant.
6. I plan to polish my technical skills (SQL, Tableau, R, etc.) to be able to pull data and bring value to the team.
7. I plan to help develop UI prototypes to build new mobile apps or web pages.
8. I plan to read and stay up-to-date on all new CFA safety regulations that have been implemented.

6. Major milestones:

1. January 11th - Start of Internship, begin familiarizing myself with the current technology and business processes within the restaurant and the Chick-Fil-A One app.
2. February 1st - Have familiarized the goals of the new iOS application motives and pain points.
3. March 5th - Build and test using A/B testing and user journey maps, a new UI prototype of a new iOS mobile application.
4. April 29th - Work with other intern software engineers to implement my UI prototype within building the mobile application. Continue testing and developing until we have a close to finished product. Present to our intern lead.
5. May 3rd - Have a completed and usable mobile app.
6. May 7th - Last day of internship.

(Subject to change - timeline is based on expected project deliverables)
On behalf of Chick-fil-A, Inc. ("Chick-fil-A" or the "Company"), it is my pleasure to extend to you an offer of employment in the position of **Spring Technology Innovation Co-Op** in the Digital Transformation and Technology Department, with an anticipated start date of January 4 and end date of April 30, with plans for you to ______________. The salary for this position is ______________.

*Please note, this offer is pending until we receive a clear background check.*

Upon the commencement of your employment, should you choose to accept our offer, you will be provided with various Company policies which you will be expected to acknowledge and comply with during your employment with us. Additionally, we ask that you disclose to the Company any and all agreements relating to any previous employment that could affect or limit your employment with the Company. We also ask that you not engage in any other activities that conflict with your obligations to the Company.

We are very excited to have you become a part of our team, and we look forward to a productive and mutually beneficial relationship.

We look forward to welcoming you to the Chick-fil-A family. If you have any questions or would like to discuss anything related to the offer, please contact me at ______________.

Sincerely,

[Signature]

Miles McCauley
Sr. Recruiter, Early Talent Recruitment

M 334-652-9260