



HIGHER EDUCATION SCIENCE AND TECHNOLOGY



Internship Logbook

Student Name: MWANJE FELIX

Month: JULY

Target	Achievements	Challenges	Lessons Learnt
1st week PROVIDING END USER IT SUPPORT TO EMPLOYEES, MONITORING THE PERFORMANCE OF CCTV CAMERAS, DAILY MONITORING AND LOADING OF EMPLOYEES' INTERNET DATA,	EMPLOYEES DATA HAS ALWAYS BEEN MAINTAINED, CCTV CAMERAS HAVE ALWAYS BEEN RECONNECTED ONCE GONE OFF, NO COMPLAINT FROM THE EMPLOYEES REGARDING RECEIVING IT SUPPORT,	LITTLE TIME HAS ALWAYS BEEN GIVEN WHEN TROUBLESHOOTING A PROBLEM BY THE END USER, I HAVE ALWAYS FACE A PROBLEM OF BEING IN OFFICE BEFORE 7:15AM AND ALSO LEAVING OFFICE LATE WHEN OTHER EMPLOYEES HAVE LEFT	I HAVE LEARNT TO PLAN AND MANAGE MY TIME AND ALSO LEARNT HOW TO RELATE WITH OTHER EMPLOYEES
2nd week PROVIDING END USER IT SUPPORT TO EMPLOYEES, CHECKING AND MONITORING EMPLOYEES INTERNET DATA, MONITORING AND RECTIFYING CCTV SURVAILLANCE SYSTEM	INTERNET DATA HAS ALWAYS BEEN MANTAINED, CCTV SYSTEM HAS BEEN KEPT ON 24/7, IT END USER SUPPORT HAS BEEN PROVIDED	TOO MANY REQUESTS FOR SUPPORT FROM END USERS AT THE SAME TIME, LACK OF ENOUGH SUPPORT FROM THE CCTV SYSTEM' SERVICE PROVIDERS	I HAVE GAINED KNOWLEDGE ON HOW TO DEAL WITH SERVICE PROVIDERS AND SUB CONTRACTORS

<p>3rd week INSTALLING NETWORK PRINTER FOR A USER AND SCANNER, PROVIDING END USER IT SUPPORT.SERVICING COMPUTERS.</p>	<p>INSTALLATION WAS SUCCESSFUL</p>	<p>NO CHALLENGE WAS FACED</p>	<p>KNOLEDGE ON DOWNLOADING PROPER SOFTWARES AND DRIVERS FROM THE AUTHORISED WEBSITES FOR NETWORK DEVICES WAS ACQUIRED</p>
<p>4th week COMPUTER MANTAINANCE AND SERVICING,INSTALLATION OF CCTV CAMERAS AT THE FACTORY, PROVIDING END USER IT SUPPORT,</p>	<p>COMPUTER SERVICING WAS SUCCESSFULLY DONE, THE INSTALLATION WAS SUCCESSFULLY COMPLETED.</p>	<p>LACK OF KNOWLEDGE ON PROPER SOFTWARE SERVICING AND LACK OF ENOUGH TIME FOR DOING THE SERVICING. LACK OF PRACTICAL KNOWLEDGE ON CAMERA FORCUSSING AND POSITIONING.</p>	<p>KNOWLEDGE ON DEFRAGMENTING COMPUTER HARDDRIVES WAS GAINED. KNOWLEDGE ON LENSE FORCUSSING WAS OBTAINED.</p>

Supervisors

Comment:

He keeps time and teamwork at work

Signature:

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