



# HIGHER EDUCATION SCIENCE AND TECHNOLOGY



## Internship Logbook

Student Name: MWANJE FELIX

Month: AUGUST

| Target   | Achievements   | Challenges   | Lessons Learnt   |
|--|--|--|--|
| <b>1<sup>st</sup> week</b><br>PROVIDING END USER IT SUPPORT TO EMPLOYEES, MONITORING THE PERFORMANCE OF CCTV CAMERAS, DAILY MONITORING AND LOADING OF EMPLOYEES' INTERNET DATA, INTALLATION OF NEW INTERCOM SYSTEM | EMPLOYEES DATA HAS ALWAYS BEEN MAINTAINED, CCTV CAMERAS HAVE ALWAYS BEEN RECONNECTED ONCE GONE OFF, NO COMPAINT FROM THE EMPLOYEES REGARDING RECEIVING IT SUPPORT, INTERCOM SYSTEM SUCCESSFULLY INSTALLED AND CONFIGURED | LITTLE TIME HAS ALWAYS BEEN GIVEN WHEN TROUBLESHOOTING A PROBLEM BY THE END USER, I HAVE ALWAYS FACE A PROBLEM OF BEEING IN OFFICE BEFORE 7:15AM AND ALSO LEAVING OFFICE LATE WHEN OTHER EMPLOYEES HAVE LEFT, LACK OF TECHNICAL KNOWLEDGE ON CONFIGURING THE INTERCOM SYSTEM | I HAVE LEARNT TO PLAN AND MANAGE MY TIME AND ALSO LEARNT HOW TO RELATE WITH OTHER EMPLOYEES. I HAVE ALSO LEARNT THE IP ADRESSING IN NETWORKING |
| <b>2<sup>nd</sup> week</b><br>PROVIDING END USER IT SUPPORT TO EMPLOYEES, CHECKING AND MONITORING EMPLOYEES INTERNET DATA, MONITORING AND RECTIFYING CCTV SURVAILLANCE SYSTEM                                      | INTERNET DATA HAS ALWAYS BEEN MAINTAINED, 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  |

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| <p><b>3<sup>rd</sup> week</b><br/>         INSTALLING NETWORK PRINTER FOR A USER AND SCANNER, PROVIDING END USER IT SUPPORT.SERVICING COMPUTERS.</p>          | <p>INSTALLATION WAS SUCCESSFUL. COMPUTER SERVICING WAS SUCCESSFULLY COMPLETED</p>             | <p>NO CHALLENGE WAS FACED, LACK OF PROPER COMPUTER SERVICING PLAN AND MATERIALS</p>  | <p>KNOWLEDGE ON DOWNLOADING PROPER SOFTWARES AND DRIVERS FROM THE AUTHORISED WEBSITES FOR NETWORK DEVICES WAS ACQUIRED</p> |
| <p><b>4<sup>th</sup> week</b><br/>         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>              |
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Supervisors Comment:

*He keeps time and committed*

Signature:

*[Handwritten Signature]*

