

UGANDA CHRISTIAN UNIVERSITY

FACULTY OF SCIENCE AND TECHNOLOGY



**A REPORT ON FIELD ATTACHMENT/INTERNSHIP AT
(OSP DIGITAL SOLUTIONS / MTN UGANDA)**



4TH AUG-30TH AUG



3RD JUNE-3RD AUG

**(3 MONTHS)
BY**

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DECLARATION

I, AKANSASIRA ISAAC, hereby declare that this report, written in partial fulfillment of the requirements of the award of a Bachelor of Information Technology degree at Uganda Christian University , is my own work and the content in it has never been submitted to any University.

Signature..... Date.....

A FIELD ATTACHMENT/ INTERNSHIP REPORT SUBMITTED TO UGANDA CHRISTIAN UNIVERSITY, MUKONO (MAIN CAMPUS), IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY, OF UGANDA CHRISTIAN UNIVERSITY.

STUDENT

NAME	SIGNATURE
_____	_____

OSP DIGITAL SOLUTIONS SUPERVISOR

NAME	SIGNATURE	STAMP
_____	_____	_____

MTN SUPERVISOR

NAME	SIGNATURE	STAMP
_____	_____	_____

ACKNOWLEDGEMENT

First and foremost, I would like to thank the almighty God for his mercy , not only during this internship but also my degree program.

Special heartfelt appreciation goes to my only beloved aunt Kesiime Jennifer for her support through my Education.

I also would like to thank Mr. Denis for allowing me to work with MTN, company, Mukono branch, not to forget also thanking DAVID of Osp digital solutions for also allowing me to work with him at Wandegaya kampala.

Indeed with a great sense of pleasure and immense sense of gratitude that I acknowledge the help of these individuals.

I am highly indebted to my supervisor DR.Richard Ssembatya for his guidance during my internship and finalizing my report.

I would like to thank some of my Lecturers, Madam Patience Ankunda for her guidance during my internship.

EXECUTIVE SUMMARY

This report summarizes my internship program from June 3rd- 3rd Aug, 2023, at OSP Digital Solutions, Kampala and from 4th Aug-30th Aug at MTN Uganda.

Chapter one contains introduction and background, the details of OSP Digital Solutions, whose mission is to empower youth through technology, as well as to provide I.T solutions worldwide. It also contains MTN Company details, whose theme is “MTN EVERYWHERE YOU GO”

Chapter two contains the tasks done at internship, the challenges faced, lessons learnt and skills gained. Responsibilities at internship for example computer maintenance, Web designing, internet cafe attendant, downloading music from internet, database programming, registration of new customers at MTN, Deregistration of new customers, and more. The internship had a great relationship with the field supervisor characterized by independent working, time management, feedback and support.

Chapter three contains an evaluation of the entire field attachment period, including details of activities accomplished, benefits derived, skills gained and challenges encountered accomplishments gained at internship, these are the activities one can do well, after internship for example xamp installation. The inter accomplished 80% of the gained tasks, especially the EXCEL HIGH SCHOOL BUDGE, using figma designing software and limited time were some of the challenges, while use of github and slack to share the work done were some of the derived benefits.

Chapter four contains the conclusions and recommendations. On my side, the key strength was my possession of a wide range of computer literacy skills while my key weakness was the lack of skills to design something that 90% of the customers would like and also poor customer care while registering new customers with MTN Uganda.

Contents

DECLARATION	2
ACKNOWLEDGEMENT	3
EXECUTIVE SUMMARY	5
Contents	5
CHAPTER ONE	8
BACKGROUND OF FIELD ATTACHMENT;	9
DEFINITION OF FIELD ATTACHMENT;	9

PURPOSE OF FIELD ATTACHMENT;	9
OBJECTIVES OF OSP DIGITAL SOLUTIONS;	10
OSP MISSION;.....	10
MAIN ACTIVITIES OF OSP DIGITAL SOLUTIONS;.....	10
OBJECTIVES OF MTN UGANDA;	12
MTN MISSION;	12
MTN OBJECTIVES;	12
MTN VISION;	12
MTN CORE VALUES;	13
MTN PURPOSE;	13
OUR HISTORY;	13
OUR STRATEGIC INTENT; <i>AMBITION 2025(leading digital solutions for Africa’s progress)</i>	13
GENDER DISTRIBUTION IN MTN COMPANY;	13
THE MTN ORGANIZATION STRUCTURE,.....	14
ORGANIZATIONAL TREE	16
THE MAIN ACTIVITIES OF MTN COMPANY.....	16
CHAPTER TWO	17
TASKS DONE AND STUDENT EXPERIENCE	17
CHAPTER THREE	38
CHAPTER FOUR	42
CONCLUSION AND RECOMMENDATIONS.....	42
APPENDICES:	44

TABLE OF FIGURES

<u>Figure 1: A poster of OSP Digital Solutions, showing the services provided and Company address.....</u>	11
<u>Figure 2: Image showing I.T languages used at OSP Digital Solutions.....</u>	12
<u>Figure 3: Pie chart showing Gender distribution at MTN.....</u>	14
<u>Figure 4: MTN Organizational structure.....</u>	15
<u>Figure 5: Tree Diagram showing MTN Organizational structure.....</u>	16
<u>Figure 6: Figure showing database first command.....</u>	19
<u>Figure 7: A School Budge designed by me at OSP Digital Solutions.....</u>	20
<u>Figure 8: Poster for Honey Company Project Designed by me at OSP Digital Solutions.....</u>	21
<u>Figure 9: A company Logo Designed by me at OSP Digital Solutions.....</u>	22
<u>Figure 10: Prototypes Designed me to be used in the FARMERS APP PROJECT.....</u>	23
<u>Figure 11: Admin dashboard designed by me using figma designing software.....</u>	24
<u>Figure 12: Showing my slack channel I used to manage my projects.....</u>	25
<u>Figure 13: Github Dashboard showing my project repositories done in internship.....</u>	26
<u>Figure 14: My Github Login Page.....</u>	27
<u>Figure 15: A picture of me while installing a newly bought HP Printer.....</u>	28
<u>Figure 16: A picture of me while teaching a computer illiterate how to download songs from internet.....</u>	29
<u>Figure 17: A picture of me printing a document for a customer.....</u>	30
<u>Figure 18: A screen taken by me while downloading Music for a customer from Tubidy.....</u>	31
<u>Figure 19: A screenshot taken by me after logging in into my MTN Agent account.....</u>	32
<u>Figure 20: A screenshot taken by me showing History of the registered Subscribers.....</u>	33
<u>Figure 21: A photo of me before going in company Uniform before going to field.....</u>	34
<u>Figure 22: A picture of me in field while registering new Customer.....</u>	35
<u>Figure 23: A picture of me while filling the Registration form to Register a new Subscriber.....</u>	36
<u>Figure 24: A picture taken by me after being offered a newly company field items.....</u>	37
<u>Figure 25: My Graphics Designing Business at my Hostel.....</u>	50

List of tables

Table 1: Table showing Tasks done and the supervisor at OSP Digital solution.....	18
Table 2.....	32
Table 3: Table showing how the skills taught at the University were used in the field.....	40

CHAPTER ONE

1.1 INTRODUCTION.

This document reports about the field attachment period I underwent at OSP DIGITAL SOLUTIONS, for two months and one month at MTN Company, including the working experience, challenges encountered during the field attachment period, analysis and evaluation of the field attachment program, its benefits and relevance. In the final chapter, there is a conclusion and recommendations for the betterment of the field attachment programs to be carried out in future at both Companies.

As part of my Bachelors of degree in information and technology, I did a two months internship at OSP Digital Solutions LTD. This is an I.T Organization, located in Wandegaya Kampala, at D.T.B Bank building, Wandegaya central ,it was established in 2017, it's owned by one person, Mr.Oguti David Brian(0772727716/0704487563) and its email address is ospitdigitalsolutions.com. Currently it deals in Website designing and Hosting, Graphic designing, API Development, Computer Training, Database design, Mobile Apps development, internship training and Networking. I did an internship in database programming, Graphic designing and web design. OSP Digital Solutions has a branch in Mukono at Lunar Hostel, located near UCU Teck Park Gate, the branch is an internet café that deals in photocopying, printing, Graphic designing, computer training , Mobile money services, internship training and also café services. In my first week , I did my internship in database programming and web design at OSP Digital Solutions in Wandegaya and later I was sent to Community Digital Center

to also do an internship from there for one month. In my last months at Community Digital Center, I did graphic Designing, installing printers, Printing and photocopying, typing course works, computer maintenance and also computer training to illiterate computer users , However the foremost area I specialized in was Graphic Designing. Mr.Oguti David Brain is the CEO OF The organization.

Apart from that, I had also applied to MTN Uganda, during my last week on OSP internship, MTN also called me for the internship. I was given free shirts, phone, my fi, sim cards and fingerprint print scanner and registration book. The organization structure at MTN service center is led by the Manager, assistant manager, sales manager ETC. At MTN, I was given a TIN number(1037803565) that I would use as I sell and register sim cards. My supervisor at MTN was Mr. Denis (077873203)

BACKGROUND OF FIELD ATTACHMENT;

Several studies done elsewhere have indicated that a gap really exists between the quality of graduates produced and what the market demands, for this and other reasons, Universities and other institutions have accepted the need to seek mitigation steps to bridge the gaps. For this reason, Universities and institutions have introduced internship programs also referred to as field attachment programs in some of their degree and non degree programs.

There has also been the realization that imparting the relevant practical skills is a partnership between the training institution and the prospecting employers, through the student internship.

DEFINITION OF FIELD ATTACHMENT;

According to my research, field attachment is a field-based practical training that prepares trainees for the tasks they are to perform on completion of their internship. Field attachment can also be referred to as Internship, school practice, community based education and services and also industrial training. In other words, field attachment was adopted for all teaching units, to mean any approved field practical work, carried out by students and staff, for the purpose of teaching and research in the places outside the University, but where the university is responsible for the safety of the staff and students and others exposed to their activities.

PURPOSE OF FIELD ATTACHMENT;

The main purpose of field attachment is to produce practically oriented graduates that meet the required job-related competences of their future employees. specific objectives of the field attachment are as follows;

- To enable students to get hands-on real experience they are expected to work in when they graduate.
- To provide an opportunity for students to apply the principles and techniques theoretically, learnt into real life problem solving situations.
- To provide an opportunity for the staff and students to interact with the stakeholders

and potential customers and thus appreciate field situations that will also generate information for curricula review and improvement.

- To provide student understanding of work ethics, employment demands and responsibilities.
- To strengthen linkages between Ucu and various stakeholders.

OBJECTIVES OF OSP DIGITAL SOLUTIONS;

OSP is a firm that has provided I.T products and done I.T solutions, with the projects through the country, the company works under the Motto “empowering women through technology”

OSP MISSION;

To elevate businesses through technology, to be the best app developers countrywide.

MAIN ACTIVITIES OF OSP DIGITAL SOLUTIONS;

OSP I.T DIGITAL SOLUTIONS, carries out a number of activities, with great focus on Web design, application development, Database designing, Web hosting and computer training, API development, Graphic designing , internship training, computer repair and I.T consultancy.

The section below, provides some of the services offered at OSP DIGITAL Solutions.

Web Design and Hosting:

The OSP Web services team uses industry specific technologies to build effective websites for their clients and put them in use. If a client already has a website, they can re-design it and update it.



Figure 1: A poster of OSP Digital Solutions, showing the services provided and Company address.

I.T Consultancy;

OSP provides advice to companies harnessing the use of I.T In their businesses.

Graphic Designing:

OSP believes in Chinese saying” a picture’s meaning can express a thousand words” and so the following services are provided in graphics designing, LOGO designing, Posters, business cards, magazines , calendars,Stickers, FLYERS, budes, wedding cards and more.

I.T Training.

This is done to improve skills and marketability, everyone needs to be prepared for the future with specialized i.t training and OSP does this very well, training is done in many ways. System development, training computer illiterates and more others.

Application Development:

OSP also develops custom softwares for the needs of different organizations. Custom softwares reduces on tiresome and provides timely information for quick decision making.

Internship:

OSP Digital Solutions also provides internships to students from different institutions , where different languages are used in the development of different softwares and database programming as seen below.



Figure 2: Image showing I.T languages used at OSP Digital Solutions.

OBJECTIVES OF MTN UGANDA;

MTN Uganda, is a firm that provides telecommunication services worldwide. It works under the motto " MTN EVERYWHERE YOU GO"

MTN MISSION;

To drive leading digital solutions for Africa's progress.

MTN OBJECTIVES;

-Bridging the digital divide.

-Furthering the financial inclusion and Advancing the Attainment of the UN sustainable development goals.

MTN VISION;

" We believe that everyone deserves the benefits of a modern and connected life"

MTN CORE VALUES;

Leadership- position of being a leader.

Integrity- To act honestly without compromising the truth.

Relationships- the state of being connected by blood.

Innovations- To come up with new ideas.

Can do- willingness to take action and achieve results.

MTN PURPOSE;

To enable the benefits of a modern connected life to everyone; inspired by Africa's potential, we are required to bridging the digital divide, furthering the financial inclusion and advancing the attainment of the UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS, through our core business activities and our support to governments, committees and customers.

OUR HISTORY;

We were established in South Africa at the dawn of democracy in 1994 as a leader in transformation, since then we have grown by investing in sophisticated communication structures, developing new technologies and by harnessing the talent of our diverse people to now offer services to communities across Africa and in the Middle East.

OUR STRATEGIC INTENT; *AMBITION 2025(leading digital solutions for Africa's progress).*

Our strategy is anchored in building the largest and most valuable platform business with a clear focus on Africa, this rests on a scale connectivity and infrastructure business- mobile and fixed networks in the consumer, enterprise and wholesale segments. We are accelerating implementations through partnerships.

GENDER DISTRIBUTION IN MTN COMPANY;

Today , women constitute 30% of MTN's workforce across our markets as seen in the pie chart below;

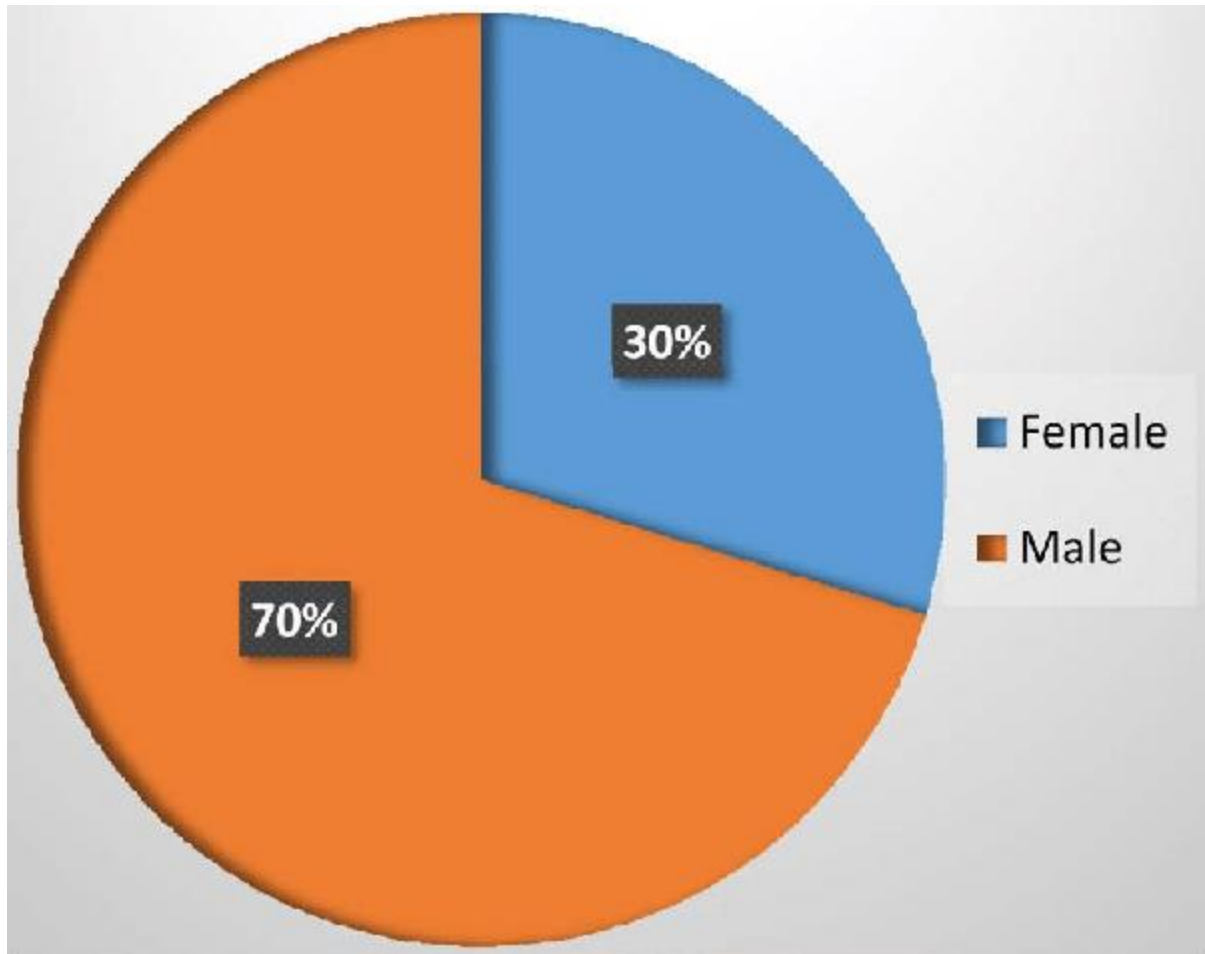


Figure 3: Pie chart showing Gender distribution at MTN.

THE MTN ORGANIZATION STRUCTURE,

The organization structure is divided into two, the board of committees, lastly the Executive committees, but all the two are led by the chairman Group Board, as seen below in the diagram.



Figure 4: MTN Organizational structure.

ORGANIZATIONAL TREE

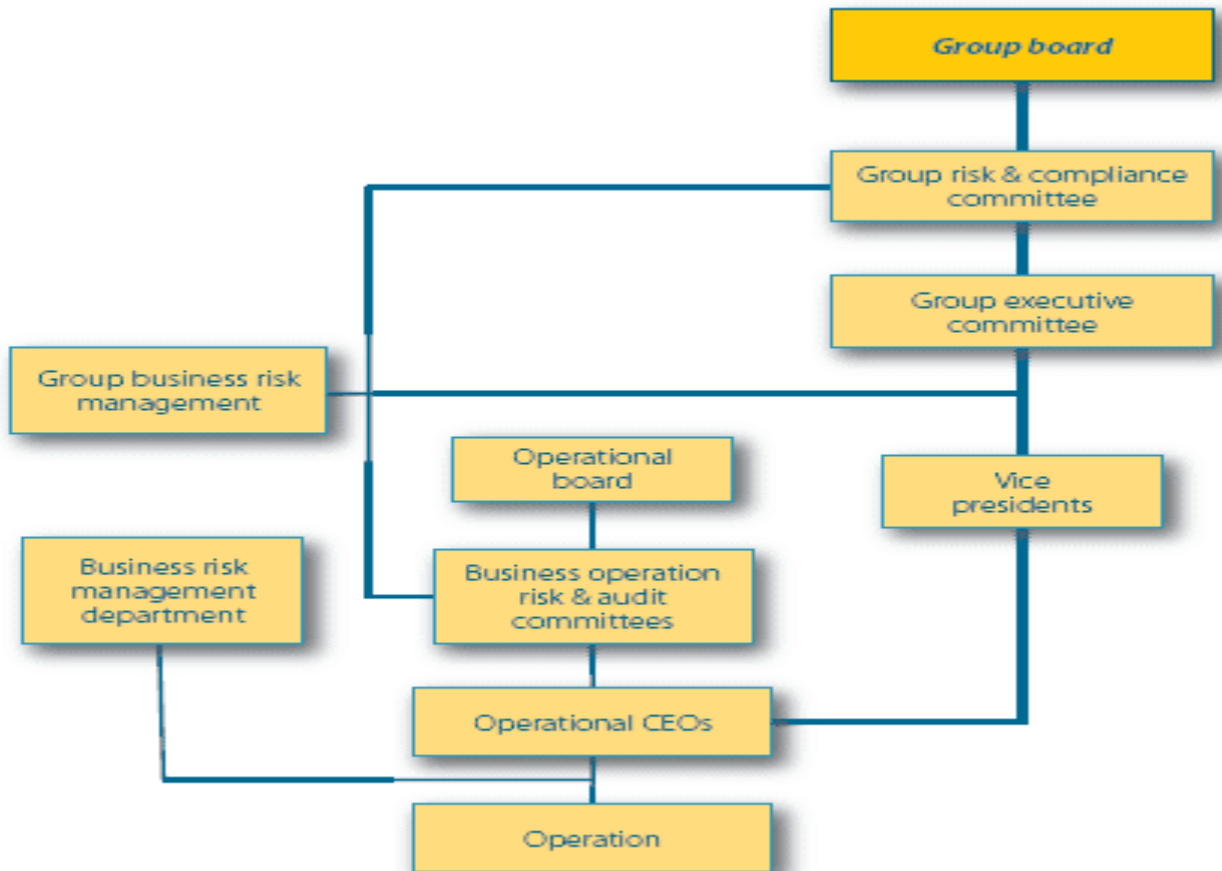


Figure 5: Tree Diagram showing MTN Organizational structure.

THE MAIN ACTIVITIES OF MTN COMPANY.

Fintech solutions, Network as a service, enterprise services, Digital services, API marketplace, as explained below.

Finch solutions;

An example is the MTN MOMO APP, it is a fintech platform providing consumers and businesses with a host of innovative financial digital services.

Enterprise services;

MTN develops and delivers solutions that transform the operations of the business, improving productivity and introducing efficiencies.

Digital Services:

MTN, Develops platforms that will explore and leverage our connectivity and payment capabilities to help drive local innovations.

Network as a service:

MTN has the largest collection of network assets, these include subsea cables providing international connectivity; terrestrial and metro-fibers; data centers and cable landing station.....ns;FTTx towers and radio access network assets.

API Marketplace:

MTN Uganda's API as a service will provide third party access to their proprietary software platform allowing developers to create new innovations and faster ways to satisfy new customers.

CHAPTER TWO

TASKS DONE AND STUDENT EXPERIENCE .

Title or position occupied in an organization

like i noted in my introduction that i did two internships in two months, at OSP IT DIGITAL SOLUTIONS, I occupied the position of a full time Intern with work schedule from thursday to sunday 9:00am to 4:00pm as indicated in "Appendix A"

Then, I worked as an MTN agent at MTN Uganda, where I would move around MUKONO Town registering new MTN subscribers and also doing de-registration.

Duties and responsibilities.

The following are the main duties and responsibilities that I undertook during my field attachment at OSP IT DIGITAL SOLUTIONS.

AT OSP IT DIGITAL SOLUTIONS

Activity	Supervisor
Database Programming	Mr.David Brian
Graphics Designing	Mr.David Brian

Prototyping	Mr.David Brian
Internet Cafe Attendant	Mr.David Brian

Table 1: Table showing Tasks done and the supervisor at OSP Digital solution.

1.DATABASE PROGRAMMING:This was the main task did in my internship, in my first week, I was taught how to program a database for any organization, I first had to install Xampp on the company desktop, this where I found a problem, the Xampp was on the desktop but it was not working then my trainer instructed me to remove it and re-install the xampp panel, restart the desktop again and install the xampp again.

-Creating and Deleting in MYSQL

When using , create database commands, the Back-Quoted Identifiers, Unquoted names such as database name, table name and column name cannot contain blank and special characters unless enclosing them with a pair of back-quotes, in the form of 'name' for each word.

-Understanding Comments and version Comments

There are different types of MySQL comments that is to say multi-line comments (/*and*/), end-of-line comments begin with #.... and lastly the version comment/#!40100....*/

- Setting the default database. The user commands sets a particular or current database as the default database.

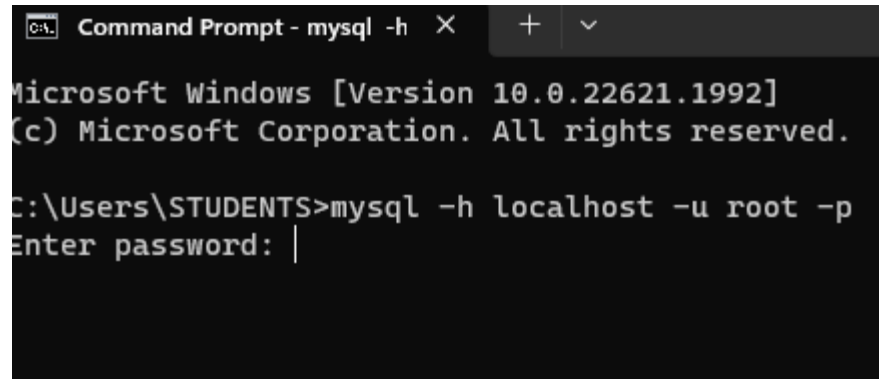
-Creating and Deleting/Dropping tables. The above commands can be used with the following comments "if exist s" or "if not exists"

-Inserting row, querying the database using Comparison Operators modifying data deleting rows,Exporting Data from/to a Text File

- String pattern matching,producing summary reports and logical operators (and, or, not,xor,between, is null,is not null, order by clause,limit clause), comparison operators and using the concat and aggregate functions (count, max, min, avg, sum)

I learnt that when I find the xampp that is not working on the desktop, I have to remove it , reinstall it and restart the desktop again.

I also had a big challenge on entering the first command (mysql -h localhost -u root -p), here I don't understand where to put the spaces thus it would fail to work.



```
Microsoft Windows [Version 10.0.22621.1992]
(c) Microsoft Corporation. All rights reserved.

C:\Users\STUDENTS>mysql -h localhost -u root -p
Enter password: |
```

Figure 6: Figure showing database first command.

I also learnt that the SHOW DATABASE command shows all the database that people have been creating and there I can choose mine

Then CREATE DATABASE creates the database called Isaac and it will be added to the databases and then THE USE DATABASE; This can be USE ISAAC; This allows me to use the database ISAAC; HERE, the brackets will change from (Maria bd) to (ISAAC).

I also learnt different database programming languages and meanings(ID,INT,NOT NULL, VARCHAR AND AUTO INCREMENT) while using varchar, I can say varchar(30) , meaning that one can enter 30 letters and below but not above 30 letters.

I also learnt a command called DESC Isaac; this can describe my database in a table form.

THE INSERT COMMAND, This is written like this; (insert into Isaac value.....

THEN THE , SELECT COMMAND....SELECT FNAME, LNAME FROM FAMILY; this command brings the last name and first name when one is using the database.

Then (Select from family where) , this brings the name of the data in programmed form. All the above commands can help to delete,add and edit data in a database.

2. GRAPHIC DESIGNING; This is another task that i did during my internship, my first design was a school budge, my trainer instructed me to design a school budget for “EXCEL HIGH SCHOOL KABALE”, i used figma to design it , already i had used figma for one year so i knew what to do, only it was my first time to design a school budge so curving the lines was not easy for me but i learnt how to do it in 2 days. Making a budget was so easy for me and now I can design any budget for any organization. I was taught how to design-LOGOS, LABELS,POSTERS, ALL TYPES OF CARDS, MAGAZINES, CALENDARS, BUDGES, STICKERS, and more others.

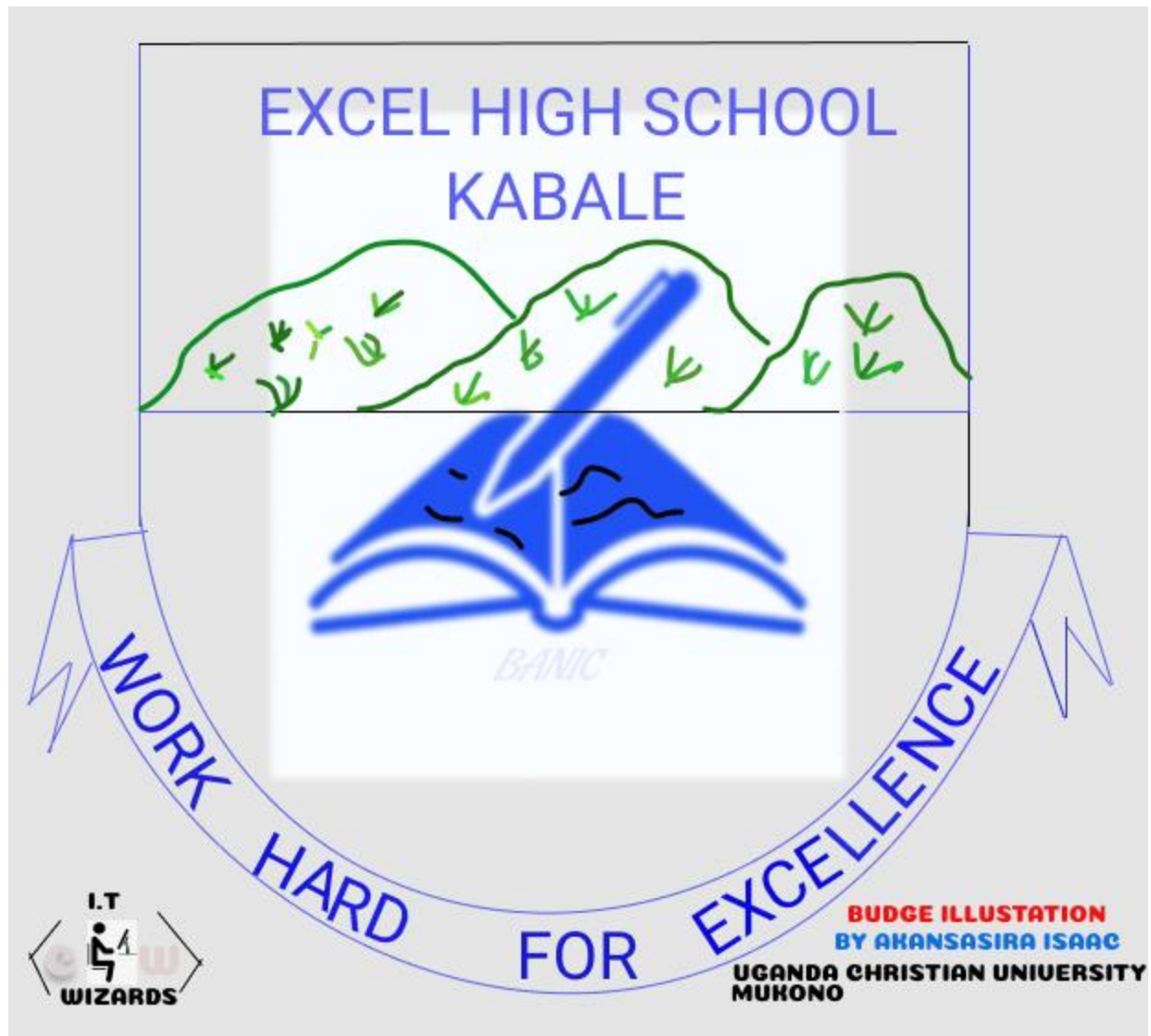


Figure 7: A School Budge designed by me at OSP Digital Solutions

Also i designed different stickers; stickers were also easy for me just because i was used to figma designing software. only a challenge would come in color balancing.

I also designed posters for different companies for example Auto detailing companies and other companies.



Figure 8: Poster for Honey Company Project Designed by me at OSP Digital Solutions.

Not only that but I also had to design business cards , party cards and receipt books. I designed different receipts for different businesses . All these were so easy for me because I was used to designing posters and stickers.

Logo designing is also what i did in my internship, curving logos was a challenge to me but later i learnt how to do it.



Figure 9: A company Logo Designed by me at OSP Digital Solutions.

Besides that, I also did side jobs like forging report cards for primary and high school students, also I would forge examination permits and other different documents but where I got a problem was at the scan area.

3. PROTOTYPE DESIGNING. I also did prototyping during my internship at OSP Digital Solutions. Before going for internship, we had a project at the university where groups were made to come up with different innovations, so when I was going for internship, I already had a side task of designing a website prototype that a developer would use to program a website. Our website/ app was called B-FAM(we were to come up with an app that helps farmers, service providers, and industries to easily to assessed, once one searches for a vet doctor, they

bring vet doctors near him) , so i had to come up with the logo of our App first, to use it while designing the prototypes.

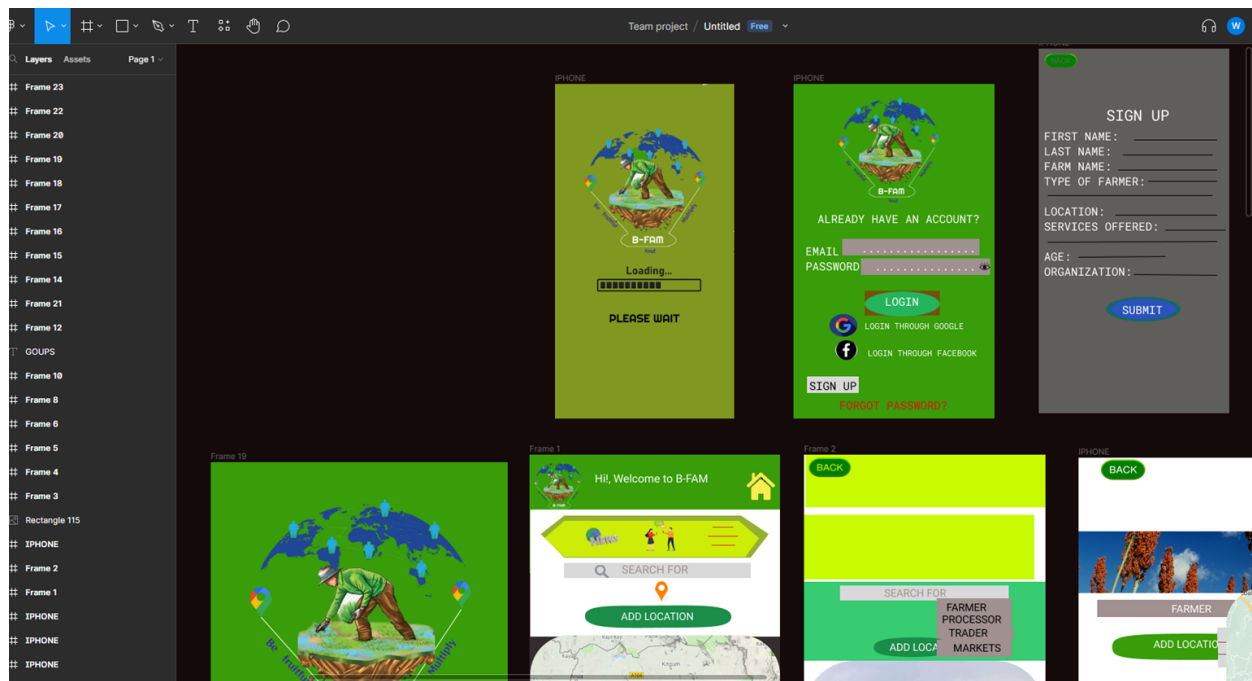


Figure 10: Prototypes Designed me to be used in the FARMERS APP PROJECT.

Not only that but also, I was instructed by my supervisor to come up with an admin dashboard, where I used figma to come up with the dashboard. While designing all the above prototypes, I learnt more on how to use figma designing software, only that my supervisor would not like my designs, same to B-FAM groupmates.



Figure 11: Admin dashboard designed by me using figma designing software.

I also learnt how to use SLACK(developer's media). i would hand in my work and communicate to with my supervisor through SLACK



Welcome back! You look nice today.

Choose a workspace below to get back to working with your team.

Workspaces for akansasiraisaac360@gmail.com

 **The Invisibles**  32 members 

 **OOP with Python**  45 members 

 **The invisibles group**  1 member 



Want to use Slack with a different team?

Create Another Workspace

Not seeing your workspace?

[Try a different email](#)

Figure 12: Showing my slack channel I used to manage my projects

.

I also learnt how to use figma to link different pages of my prototype.

I also learnt how to collaborate with other developers and how to create a link and share your

work on figma.

I also got to know dribbble , this is a website with different templates. Designers visit there, to search different templates and use them to design their own templates.

I also learnt how to use gitHub. I would post my repositories to my git account and create a link and send that link to my supervisor to visit my account and download my work and comment.

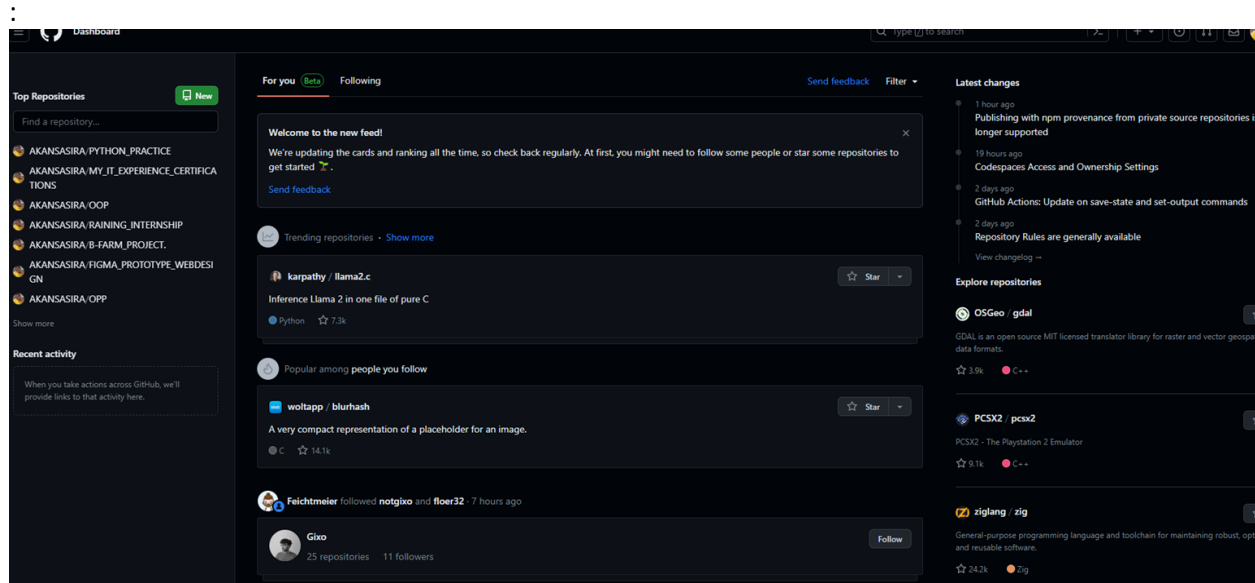


Figure 13: Github Dashboard showing my project repositories done in internship

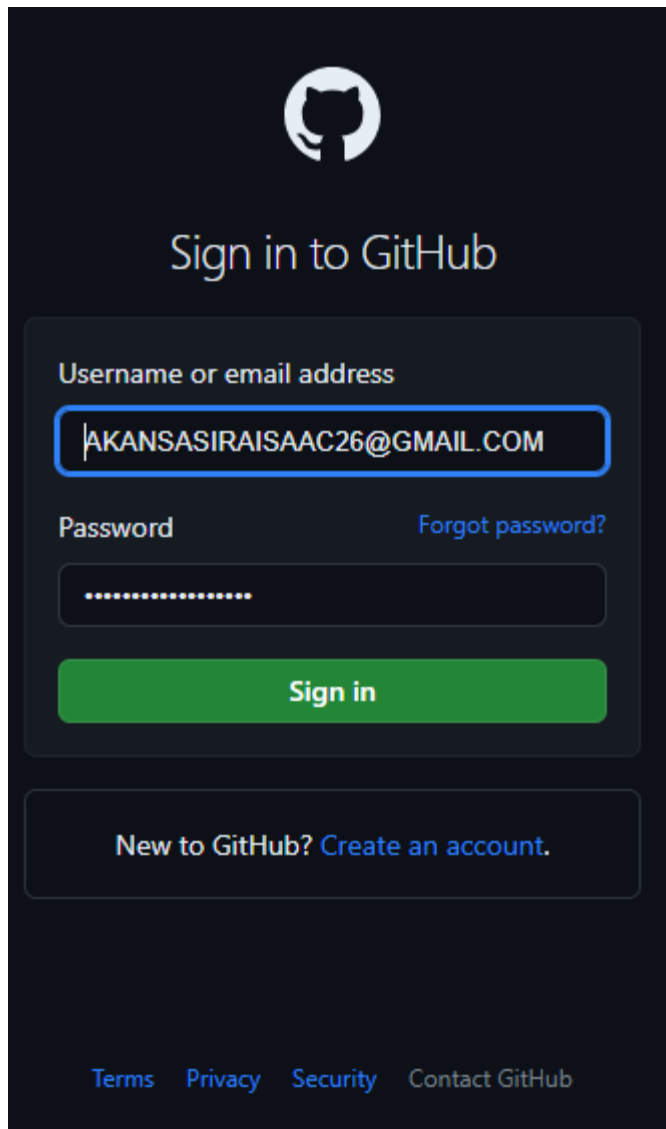


Figure 14: My Github Login Page.

3.INTERNET CAFE ATTENDANT: like I noted above, OSP Digital Solutions have a branch in Mukono, near Ucu, which is an internet cafe(Community Digital Center). My supervisor sent me there to work as an attendant. During my internship period, at the Community Digital Centre, my supervisor bought a new HP Deskjet 2030 printer and I had to open it and install it.



Figure 15: A picture of me while installing a newly bought HP Printer.

Also, I would help the customers on how to create email, facebook and twitter accounts and also teach them how to use the computer for example saving the work to PDF, sending emails and switching on the computers before use.

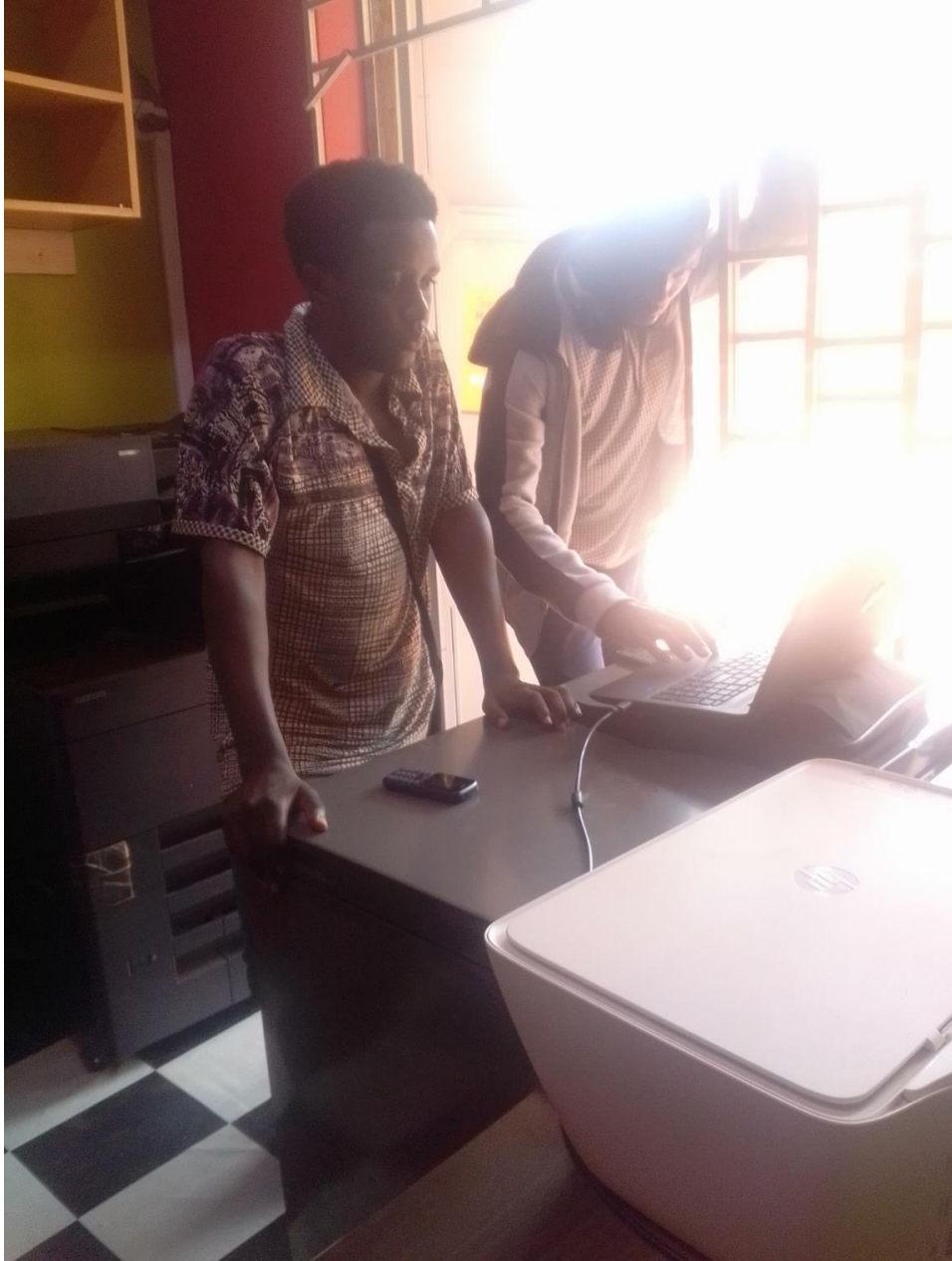


Figure 16: A picture of me while teaching a computer illiterate how to download songs from internet.

I would also do printing and photocopying , here I never got a big challenge.



Figure 17: A picture of me printing a document for a customer.

Some customers would request me to download movies and music, here I would use Tubidy and y2 mates but later I also learnt vidmate.

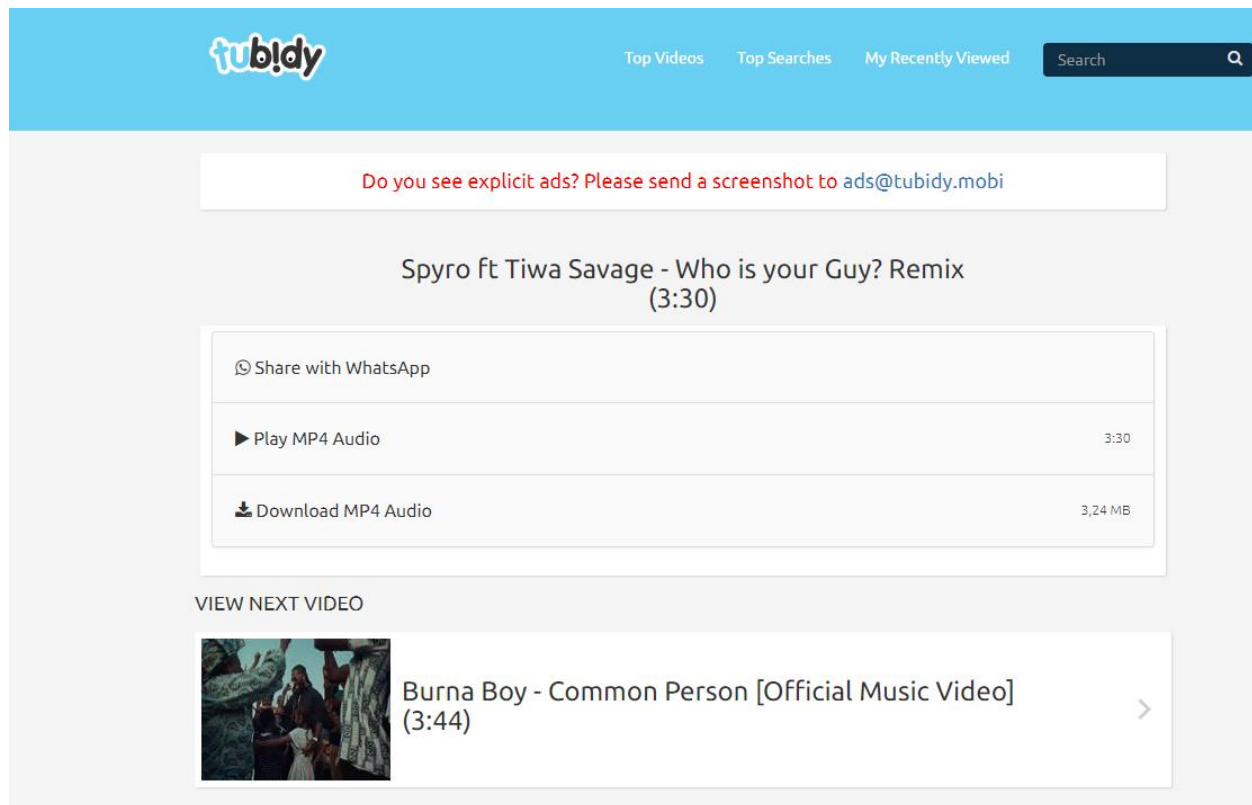


Figure 18: A screen taken by me while downloading Music for a customer from Tubidy.

Also my role was to always cover the computers after work, so as to protect them from Dust.

I would also type course works for students, which was

so easy for me.

5.MTN AGENT: In my last week of my internship at OSP Digital Solutions, I received a call from MTN. I had applied there before going to OSP Digital Solutions, so from 4th Aug to 30th Aug. Here, i would help register customers who are not having MTN sim cards, deregister them and also register people on MTN mobile money. During this internship in MTN, I learnt how to use MTN APP, to register customers.

I learned how to convince customers to buy products. I would move around looking for customers to register.

Activity	Supervisor
Registration of new subscribers	Mr.Denis
Recommending subscribers to MTN MoMo APP.	Mr.Denis

Table 2

- **Registration of new subscribers.** I was given all the materials needed to register new subscribers, for example, a phone, fingerprint Scanner, Registration forms, Uniform and I was also taught how to register and how to login into my agent account .

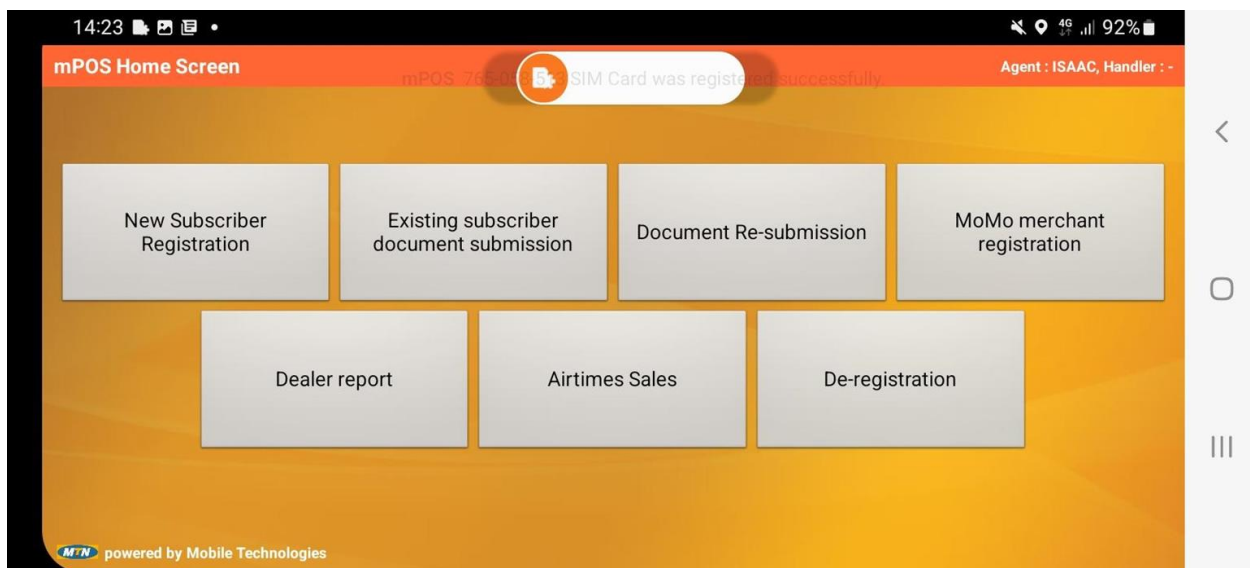


Figure 19: A screenshot taken by me after logging in into my MTN Agent account.

In the image above, at the left top corner, there is my Agent name, the first box button is where i click while registering new subscribers, the second one is the one i use incase i register a customer and they reject him/her because of the unclear image or wrong signature, the third button is where i go to register a customer on mobile money, the fifth button , is where i go to sale airtime and finally the last button is where i go deregister the existing numbers that are no longer working.

- **Recommendation of subscribers.** This was also my responsibility, I would recommend subscribers to the MoMo app and here I would earn some commission to be paid monthly.

History of SIM Card registrations			
All In Progress Success Aborted			
Today (1)			
SIM card number	Subscriber name	Attempts	State
779-487-511		0	Success
Yesterday (2)			
SIM card number	Subscriber name	Attempts	State
2 days ago (3)			
SIM card number	Subscriber name	Attempts	State

Figure 20: A screenshot taken by me showing History of the registered Subscribers .

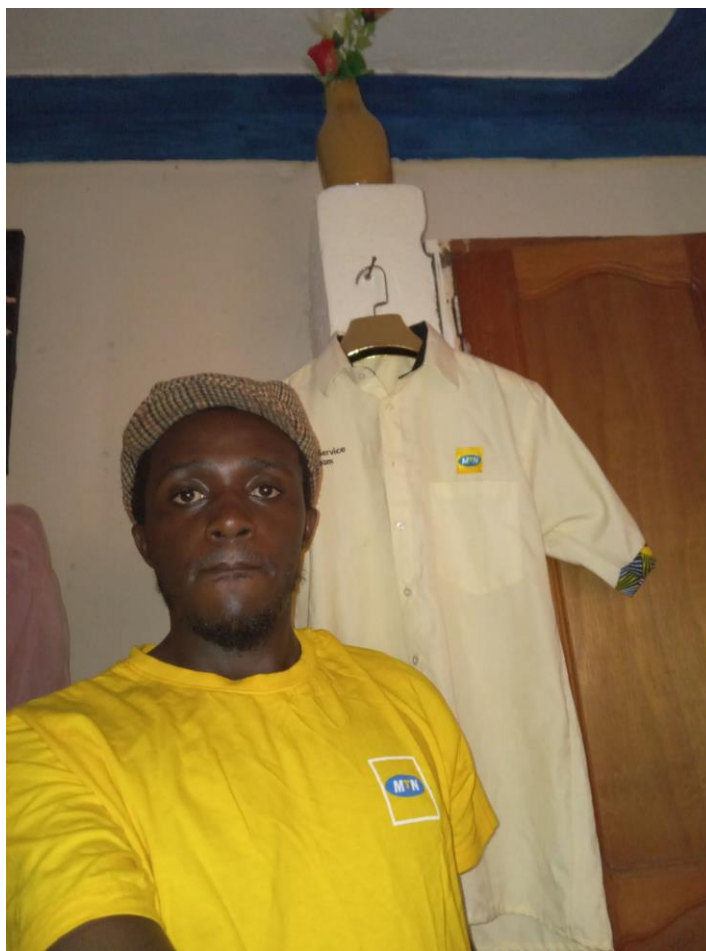


Figure 21: A photo of me before going in company Uniform before going to field.



Figure 22: A picture of me in field while registering new Customer.



Figure 23: A picture of me while filling the Registration form to Register a new Subscriber.



Figure 24: A picture taken by me after being offered a newly company field items.

Supervision levels and relationship with the supervisors.

The ucu policy states that there will be two supervisors during the internship process, Day to day supervision(field supervisor) and the visiting academic supervisor from the University.

Having done two internships in different organizations, i had two field supervisors, one from OSP DIGITAL SOLUTIONS(Mr. Brain) and another one from MTN Company(Mr.Denis), and had one university supervisor.(Doctor Richard Ssembatya).

Relationship with the supervisors:

The relationship with the field supervisors was mainly based on the following:

MTN Supervisor: My supervisor would keep checking the MTN platforms to see the number of customers i have registered per day. Then we would often meet during the weekend or communicate through whatsapp.

OSP Supervisor: I would communicate with him on whatsapp and we would meet on sunday,

saturday, friday and thursday for practical work. But before we meet we would first study through Google meet and Zoom.

University supervisor: Doctor.Richard would contact me directly or email me or text me a message(SMS), informing me on the mistakes in my report sample and asking me how far with the internship, and whenever he would want to meet me.

CHAPTER THREE

ACCOMPLISHMENTS

One of the projects I was proud of at the internship was database programming because it was not new to me , I had studied it twice at the university. Graphics were interesting since it was not my first time to do them. I worked hard to come up with the best and now companies are using them as part of their marketing items.

During my MTN internship, I really enjoyed it because it was related to what I study at university. Using the MTN app to register new customers was so easy for me.

Knowledge and skills gained in each of the duties and responsibilities.

During the internship, I accumulated a lot of knowledge and skills during the field attachment. Each of the duties and responsibilities as listed below, greatly impacted on my knowledge.

-Database Programming: This was through the installation of programming softwares like xampp and writing programming codes with the help of the supervisor. At the beginning, I only knew a little of database programming. New skills and knowledge acquired include;

- How to create a database by the use of CREATE DATABASE command.
- How to use the DROP DATABASE command, this is used to drop an existing database.
- How to use the BACKUP DATABASE command, it is used in the sql server, to create a full backup of an existing SQL database.
- How to use the DROP TABLE command, this is used to drop an existing table in the database.
- How to use the ALTER TABLE command, this is used to add, delete, or modify columns in an existing table.
- I learnt that when I find the xampp that is not working on the desktop, I have to remove it , reinstall it and restart the desktop again.

-I also entered the first command (mysql -h localhost -u root -p), here I didn't understand where to put the spaces thus it would fail to work.

- I gained skills on how to use the COUNT, AVG, MIX, MAX , INSERT INTO and more other commands.

-Graphics Designing; Already i had skills in Graphics designing but also gained more knowledge and skills during my internship as seen below;

- I learnt how to curve lines in figma, while designing budges.

- I learnt how to balance colors while designing, at first I didn't know how to mix colors while designing which made my designs not liked by customers.

- I learnt how to collaborate with other designers worldwide on figma designing software, at first, i never knew that one can work with another designer on one project when they are in different countries.

- I also learnt how to overlay pictures and words using figma.

-Prototyping: Also, i had done prototyping using figma , before doing my internship, so i went ahead and learnt the following;

- I learnt how to link page to page in figma and came up with one dynamic app that takes you to different pages by clicking the buttons designed..

- I gained a skill in color balancing.

-Cafe Attendant: As i said at first, i branched from OSP I.T DIGITAL SOLUTIONS kampala branch to Mukono branch, where i worked as CAFE Attendant and gained the skills below ;

- I Gained more skills in downloading music and videos for the customers on different websites
- I gained practical skills on how to install printers and use them as seen in the picture .
- I learned more about how to maintain computers at OSP .
- I gained skills in software installation.
- Skills in handling customers who would come for the internet.
- I learned how to do social media marketing by designing posters to be shared online by different businesses.

MTN Agent; Having also interned at MTN Uganda, as my second internship, i gained the skills below;

- How to use different applications for example how to use the Agent APP to register subscribers.

-Customer care skills. I interacted with different customers and gained knowledge on how to handle the difficult ones.

- I learnt job responsibility. I used to report to the branch manager who would also report to the regional manager.

Most interesting experiences.

During the field attachment period, I really enjoyed the experiences of working at MTN Uganda, including the role of being self-employed, where I worked under no pressure since I was in the field alone looking for customers. the technical guidance on the latest web technologies and latest MTN APPS and the friendly relationship among the staff exhibited. Some of these experiences are highlighted below.

The Ucu Guild Bazza;

One of the most interesting experiences was the guild Bazza, this where different businesses are allowed to display their products in the university for the reporting students to like and buy. Here, I got a chance and I would walk around the University selling sim cards and registering new subscribers to MTN network. This Bazza brings together more than 20 businesses in Ucu.

Working on real life projects like the B-FAM Project.

It was really great experience to work on this project because of the great knowledge, skills and insight about how to design the prototypes

Relatedness of what is taught at the University.

T BSIT program curriculum and how the student used the knowledge acquired in the field. he table below shows some of the selected courses taught at the university as part of the

UNIVERSITY PROGRAM COURSE	HOW THE SKILLS TAUGHT AT THE UNIVERSITY WERE USED IN THE FIELD
WRITING AND STUDY SKILLS	I Used skills that were used at university during online presentations and meetings.
I.T AND CS WORKSHOP PRACTICE	I used skills taught to make sure that computers are in good conditions.
WEB DESIGN	I used skills taught from to design prototypes, using figma

Table 3: Table showing how the skills taught at the University were used in the field.

Challenges faced and how managed.

-It was not easy to get customers. The company would put me under pressure, since they gave

me their materials to use for free, they had given me a phone, fingerprint scanner and others. I would make sure that at least in a day I get like one customer.

-Difficulty in traveling to OSP DIGITAL SOLUTIONS since it was located in Wandegaya, kampala. I would wake up very early and make sure that i reach kampala in time.

-Difficult customers. Some of the customers would even abuse me, whenever I tried to tell them about the eid cards. I would use my skills gained in Fundamentals of accounting, to convince the customers.

-Hardship on report making since it was my first time. I asked for advice from Lecturers on how to make a good report.

-Poor communication networks during online discussions. I had to get a good gadget so as to ease that problem.

Benefits Derived from field attachment.

The intern benefited a lot from his field attachment at OSP DIGITAL SOLUTIONS AND MTN Uganda.

- Acquired knowledge and practical skills especially in Graphic designing and database programming
- Acquired communication skills during the two internships.
- Acquired skills on how to handle different types of customers.

Adequacy in University Preparation of students for field attachment.

We were prepared well before our internship. We were given enough time to look for Organizations by giving us internship letters earlier. We had time to choose anywhere we would be comfortable. We were also briefed by the ICT department in the Last week of the Semester.

However there was a delay on Supervisors' allocation to students, which kept us unaware of our supervisors.

Preparedness of the agency to receive the students for internship.

Osp Digital Solutions was so happy to receive me . Breakfast was to be provided for us. We were also briefed by mr. Ben , before starting serious business at the organization.

CHAPTER FOUR

CONCLUSION AND RECOMMENDATIONS

Conclusion.

Uganda christian University sends out students for field attachment with the aim of enabling them to get hands-on real life experiences in the environments they are exposed to work in when they graduate. OSP digital solutions was able to take the students for internships in different positions of programming.

I was exposed to different technologies like CSS, MYSQL,PYTHON, figma designing software. and more. I used those languages to do my projects like the B-fAM project . I designed the first appearance of the app using figma (prototyping)

Overall, my internship at OSP Digital Solutions was a valuable learning experience, I was able to gain skills and practical experience in the field of Designing and programming. I am grateful to have interned at such a creative, innovative and successful company.

Not only that , but I was also able to gain customer care skills, application using skills and also soft skills. I am grateful to have interned with MTN, being one of the biggest communication companies in Uganda and worldwide.

Summarized below were the genera strength,

strength; I went to OSP, when i already had some graphic designing skills, and Database and other wide range of computer skills. The field attachment helped me to apply the knowledge at table to the field of workers. Before going for an internship, I had a wide range of computer skills.

Weaknesses; I had little awareness about office etiquette, after solving a challenge . I was sleepy sometimes , this was just because I would work overnight. I Solved this by having eneough. I was also not social with people. I solved this one by working out . While doing the MTN internship, I would fear to show people sim cards to avoid being abused.

Recommendations:

The following are my recommendations to improve on the field attachment.

These are the recommendations I need during the field attachment period. A good supervisory internship is pivotal to successful completion of your degree, if the situation is not solid, there can be serious consequences. A good supervisor provides expert guidance in your research. The support of a good supervisor can also provide you with good connections to bootstrap your career.

I also advise the future interns to document whatever task is done on a daily basis.

I also advise them to always contact their University supervisors , towards the end of their

report, so as to correct simple mistakes made in a final field report, since it will be part of the career documents.

Recommendations for the University

The university should stop a habit of allocating students to their field supervisors when its too late. All the programs should be done earlier so as to give a chance to Students to go with supervisors contacts. If done , then it will solve the problem of late supervision that was experienced.

Recommendations for the field attachment organizations

OSP should not dwell a lot on the BASIC technologies of HTML, in the first weeks , since most of the students understand it. However a simple review of Technologies is enough.

REFERNCIES:

GITHUB - https://github.com/AKANSASIRA/RAINING_INTERNSHIP.git

FIGMA LINK-

<https://www.figma.com/proto/Z3L0Pz9k40jZYJqCzeWXC3/Untitled?type=design&node-id=1-2&t=mtR10SSCLqC5Wgkj-1&scaling=min-zoom&page-id=0%3A1&starting-point-node-id=1%3A2&show-proto-sidebar=1&mode=design>

OSP WEBSITE LINK-ospitalsolutions.com

APPENDICES:

Appendix 1: INTERNSHIP ACCEPTANCE LETTER OFFERED BY ICT DEPARTMENT.

DATE ..1/6/2023.....

Mr.Oguti David Brian
The Managing Didrector
OSP Digital Solutions.
D.T.B Building , Wandegeya, Kampala

sub: Letter Of Internship Acceptance

Dear Mr. AKANSASIRA ISAAC.

We are pleased to offer you an internship program with OSP Digital Solutions Ltd,
for a period of two months.

You should not that any information and data collected from you during the
course of your internship should be kept confidential at all times.

We appreciate your interest in OSP Digital Solutions Ltd

Yours Sincerely.



Oguti David Brian,
The Managing Director,
OSP Digital Solutions.

Appendix 2: OSP INTERNSHIP CERTIFICATE SHARED BY THE SUPERVISOR.



Appendix 3: UNIVERSITY INTERNSHIP INTRODUCTION LETTER.



**UGANDA CHRISTIAN
UNIVERSITY**
A Centre of Excellence in the Heart of Africa

**FACULTY OF ENGINEERING, DESIGN AND TECHNOLOGY
DEPARTMENT OF COMPUTING AND TECHNOLOGY**

24th January, 2023

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

RE: INTRODUCTION LETTER FOR THE STUDENT (AKANSASIRA ISAAC, REG NO S21B13/020)

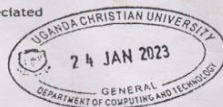
We are delighted to introduce the student named above to your company/organization. The student is currently pursuing a **Bachelor of Science in Information Technology (BSIT)**, second year at the Department of Computing and Technology, Faculty of Engineering, Design and Technology, Uganda Christian University.

Our BSIT programme is accredited by the National for Higher Education (NCHC). The programme trains skilled professionals for the national and international workplace. Based on the level of training, the student possesses skills in Hardware repair & Maintenance, Local Area Networking, Programming, Information Systems Management, Database Programming, Web programming, Numerical and statistical data analysis, Computer Organization and Architecture and Mobile applications development. The student has strong interpersonal, leadership and teamwork skills.

As part of our training programme, a student is required to undertake an internship for a minimum of eight (8) weeks between 1st May and 30th July 2023. Your organization has been identified with the potential mentor and guide the student during the internship period. Any assistance given to the student will be highly appreciated.

Sincerely,

Ms. Sarah Muwanguzi
dct-liaison@uccu.ac.ug | +256 (0)786208702
Coordinator, Liaison & Internship
Department of Computing and Technology
Uganda Christian University



UCCU-0786208702
Email -> Akansasira@icloud
360@gmail.com

Appendix 4: Map From Google Showing OSP Digital Solutions Location.



CONTACTS

Get In Touch



Location

DTB Bank building, Second Floor,
Wandegeya - Kampala, Uganda



Phone

(+256) 704-487-563
(+256) 772-727-716



Email

info@ospitdigitalsolutions.com
ospitdigitalsolutions@gmail.com

WhatsApp Us



Appendix 5: My Internship Log Book At OSP.

INTERNSHIP LOG BOOK AT OSP DIGITAL SOLUTIONS.

DATE	TASK DONE	LESSON	CHALLENGES FACED	SKILLS GAINED
3RD -9TH JUNE	DATABASE PROGRAMMING	I learnt that,when you find xamp that is not working on the pc ,re-install the xamp panel and install the xamp again	I had a challenge while trying to install the xamp	xamp installation
10TH-15TH JUNE	GRAPHIC DESIGNING	i learnt that when using figma, your work will not be saved if you dont create a frame first.	colour balancing challenge, also my supervisor would not like my work some times.	soft skills
18TH-23RD JUNE	PROTOTYPING	I learnt how to link different pages to come up with one dynamic website.	i had a challenge while using google meet, i dint know how to invite a person.	soft skills
25TH-30TH	PROTOTYPING	I learnt how to use Dribble.com	challenge while trying to come up with perfect work.	communication skills.
3RD JULY-3RD AUG	INTERNET CAFE ATTENDANT	I learn that computers should covered after use to avoid Dust	challenge while using ph printer to print work from the pc	Photocopying Typing Printing Computer mainten ance

Figure 25: My Graphics Designing Business at my Hostel.



UNIVERSITY PROGRAM COURSE	HOW THE SKILLS TAUGHT AT THE UNIVERSITY WERE USED IN THE FIELD
WRITING AND STUDY SKILLS	I Used skills that were used at university during online presentations and meetings.
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