

**LONDON METROPOLITAN UNIVERSITY**

**PROFESSIONAL WORK PLACEMENT**

**LEARNING LOG**

**YOUR ID:**

**YOUR NAME:**

**YOUR COURSE: Work Related Module (WRL)**

**YOUR WRL TUTOR: Mr. Ravi Chandra Gurung**

**Module Code: FC6W51**

**PLACE OF WORK:**

**DATES OF ENTRIES IN LEARNING LOG:**

**17/08/2017/-25/08/2017** \_\_\_\_\_

**27/08/2017/-08/09/2017** \_\_\_\_\_

**10/09/2017/-26/09/2017** \_\_\_\_\_

**08/10/2017/-20/10/2017** \_\_\_\_\_

**22/10/2017/-03/11/2017** \_\_\_\_\_

**05/11/2017/-20/11/2017** \_\_\_\_\_

\_\_\_\_\_

# LEARNING LOG (1)

For the period 17th August to 25th August, 2017

## **What have I done? (LO1, LO2, LO3, LO4, LO5, LO6)**

On the first I arrived 15 minutes earlier than the office time in formal attire (LO1). Me and my colleague were summoned by the HR and we signed the appointment letter. After that we went home for the day. Next day, we were introduced to our supervisor who right away started to give us works. On the very first day and the first hour we were maintaining laptops hardware. I cleaned the 'Power button' and solved the issue of a laptop, clean formatted and reinstalled Windows 10 along with drivers and necessary programs in a desktop (LO2). We learnt to recover administration password using bootable pen-drives and 'iseepassword' software. Also, I learnt resetting BIOS password using jumper (LO6).

On the other days of the week, we were maintaining more hardware of laptops and desktops where we mostly activated Windows and Microsoft office, formatted and reinstall the OS and software, Disk partition, Keyboard and touchpad replacement of laptops (LO2, LO6). During free time, our supervisor introduced and showed the MikroTik Router system logs as well as gave us privileged to use Office365 admin portal to create and add new user id in the email server of new recruited staffs according to the branch domains (LO1). We also learnt about Windows Server 2012 and Remote Desktop of which we are going to setup and try in the coming weeks (LO2, LO6). On the fifth day, we were taken for Department visits as well shown the Switches, Aps and Hubs of different departments and floor (LO3, LO4). I was given work to supervise and troubleshoot printers of various departments where I helped in network sharing as well as ink replacement (LO2, LO5, LO6). I also moved Computer system from one cabin to other and helped the Electrician Officer in cabling and clamping new network wires.

## **What I did well (refer to skills used)**

I was good at interpersonal skills and communication as I was confident with the new work environment. My professional skill was good as I was on-time every day and in formal attire. I was greeting everyone I came across and I used sticky notes to label as well as record important messages. In absence of Supervisor also, I was able to handle the work. My technical skill helped me to clamp network wires, maintain hardware and troubleshoot software issues. I met the deadlines on swiftly and timely.

## **What I could improve on (i.e. skills I want to improve)**

I want to improve my technical skills since I am feeling myself lacking in this particular area. I want to be able to setup a simulation environment running Windows Server 2012. I also want to try my hand in configuring switches and

router, enable Remote Desktop. During my internship, I want to be familiarized with the MikroTik and WinBox software.

**Action I can take to improve my skills and learning (make these “SMART”):**

GOAL - To improve myself technically

ACTION – Download the Windows Server 2012 ISO image and setup Remote Desktop in the CPU provided by my Supervisor and take his guidance along the way

Timing – 1<sup>st</sup> September 2017

## LEARNING LOG (2)

For the period 27th August to 8th September, 2017

### **What have I done? (LO1, LO2, LO3, LO4, LO5, LO6)**

On the first day of this log week, I was handed a brand-new laptop to configure basic settings and for documentation. The laptop was being given to a two Senior Regional Managers and an official procedure was needed to be carried out while handing-over. First a documentation regarding its specs were to be maintained and then they are to sign the receipt of the laptop which will be kept as a record at the department (LO1, LO2, LO4, LO5). After this job, I troubleshooted the computer at Rolling River Department where the office validation was needed as well as Nepali fonts were missing. One of the officer needed to switch between English and Nepali keyboard which I helped (LO1, LO2).

Due to emergency need, on the second day I went to the dispatch a brand-new laptop at the airport we pre-configured along with my senior (LO1, LO3, LO4, LO5, LO6). On returning two sets of VCR of CCTV was cleaned and troubleshooted which took few days. A Server CPU was configured plus wireless adapter were installed. Throughout the week, many old laptops were refurbished and configured for new staff to use. Old working parts were taken out from old laptops and replaced in the new working laptops as well as missing drivers, software, fonts were installed (LO2). As a team, our supervisor, me and my colleague together cleaned a heap of old stocks of devices, documented them and threw old boxes plus damaged wires. Some of these were 6 years old undocumented devices. Sorting of extra parts and managing them into boxes with labels was done. We even cable tied the unmanaged cables in the Core Server rack itself (LO1, LO2, LO3, LO4, LO5).

The later week was full of practical Networking and Architecture where a whole department of Asian Distillery Finance was rewired. I was working alongside my supervisor and electrician officer in the cabling work and also transferring the devices, proper placement of devices, reinstalling and configuring PCs. After the completion of the work, the department looked well managed and the staffs were working freely (LO2, LO3, LO4). I even went of site visit to our Board of Directors' home offices after a complaint regarding network problem. Also, for the estimation of new Internet connection, I went to another site as well (LO2, LO3, LO4, LO5).

On 14<sup>th</sup> day, our supervisor went on a Paternal leave of 15 days after he was blessed with a girl child. Since, my colleague Priya was also unwell, I had to handle the whole IT department alone for the week (LO1, LO2, LO3, LO4, LO5, LO6). During this time, I helped the Administration department with Network Mapping, worked along Procurement department to carry out official procedure to replace damaged laptops and parts. I was handling my supervisor official emails where coordinated with him on emails replying, forwarding and handling quotations for new laptops and printers (LO4). I also did the troubleshooting of network in various departments and setup scanners at Administration Department (LO2). Two staff had forgotten their password for the outlook which was also changed by me and notified to them. I even, went to market to buy and get new laptop for our newly appointed Brand Manager

and leave Server CPU of RDPL for warranty claims and maintenance. One laptop full of ants was cleaned and new keyboard was replaced for Audit department staff (LO1, LO2, LO3, LO4, LO5, LO6).

**What I did well (refer to skills used)**

I was good at handling pressure and working along with the team members due to presence of good interpersonal skills. My technical skills of troubleshooting, network cabling, and designing helped me during the rewiring of finance department. Other day to day hardware and software maintenances was easier as the work was repetitive but few needed some research and continuous learning skills to find solutions. I was good at documentations and managing my time based on the priority of the task to be done.

The week-time I when I handled the IT department alone has been the peak of my internship considering the whole learning process. It was a golden opportunity where I was the only acting responsible person doing every work of my supervisor and also continue the works of an intern. From arriving at the office earlier to staying overtime I was occupied by work-loads. But, I prioritized them in order and handled as per the need of emergence. From time to time, I was in constant contact with my supervisor regarding the task and their updates. I was handling the emails, taking the calls, doing hardware software maintenances and network troubleshooting all at a time. I made sure all the task being completed or followed up. I could handle the Inter department communications and coordination with confidence. Sometimes, the staffs and superiors used to visit the IT department with new problems which I was not familiar with. But, even though I did not overpromise them or felt ashamed to acknowledge my shortcomings about the problem. Rather I assured them that I will do research and ask my supervisor help, which I did, to solve the problems.

**What I could improve on (i.e. skills I want to improve)**

I was not confident while doing the Remote Desktop task and monitoring the network which I want to improve in the coming days. My technical skills are still limited and I still have room for improvement in interpersonal and communication skills.

**Action I can take to improve my skills and learning (make these "SMART"):**

GOAL - To improve my Remote Desktop managing skill

ACTION – Learn from my supervisor and get involve in Remote Desktop in the  
Timing – 21<sup>st</sup> September 2017

# LEARNING LOG (3)

For the period 10th September to 26th September, 2017

## **What have I done? (LO1, LO2, LO3, LO4, LO5, LO6)**

The ground floor was experiencing signal issues of Wi-Fi so the week started with the troubleshooting and repositioning of the Access point (LO2, LO5). The cable was also had breakage so it was replaced too and tied properly. Our supervisor had taught us how to use Office 365 admin panel so he gave me the work to open a user account for the Mac user at the office. I also needed to open Apple account, install Outlook and sync it with the server in Mac (LO5, LO6). Beside this, I installed and cracked the Office 2010 using Toolkits or KMSpico in several PCs.

Again, I was handling the Procurements where I needed to buy new electric cords, few keyboards and printer refills for the office. Two Lenevo Yoga 2100 series laptops were experiencing 'error HDD', which I googled to find that it was a manufacturing defects in the line of those series globally (LO5, LO6). The first solution was to tighten the screws of the HDD and installation of IRST driver. But after few days it continued to give same problem again and again so it was recommended to replace the HDD (LO5).

The company domains were about to expires so we got notice email which I replied as well as forwarded to Admin departments (LO4). Our Brand Department wanted to install 'Ruslan FM ringtone' as hold tone for the PBAX callers so I had to coordinate with Admin and other vendors to get it done by requesting new hardware. Our accounting software, Swastik was experiencing problems so I assisted the staff from our vendor Hi-Tech Solutions in all Finance departments (LO5).

The later week was full of troubleshooting software and hardware issues. I had to install anti-virus in few departments, replace printer inks, install scanners and drivers, clean and maintain CPUs (LO2). I also installed projector in main meeting hall and packed another one for our field visiting group going outside the valley on request of Admin department. Our internet was down due to proxy block on a day which I sorted swiftly (LO2). The supervisor wanted a list of Aps and their details so me and my colleague Priya made it in Excel (LO2, LO3, LO4).

## **What I did well (refer to skills used)**

My communication skill was getting better as I could confidently handle the vendors of our company just like a permanent staff. I could perform the task of hardware software issues swiftly as it was repetitive and by now I know what is the reason of the problem and best possible solution for it. I was gaining confidence of the staffs at the office and I was being called fist for the troubleshooting.

## **What I could improve on (i.e. skills I want to improve)**

I would like to learn more on the accounting software called Swastik and few of its common errors and solutions.

**Action I can take to improve my skills and learning (make these “SMART”):**

GOAL - To learn Swastik basics

ACTION – Ask my supervisor and learn few tricks of Swastik

Timing – 10<sup>th</sup> October 2017

# LEARNING LOG (4)

For the period 8th October to 20th October, 2017

## **What have I done? (LO1, LO2, LO3, LO4, LO5, LO6)**

Though my holiday leave was approved till 9<sup>th</sup> October, I re-joined the office on the 8<sup>th</sup> after celebrating Dashain (LO1). The first day after the holiday was full of work where I installed Escan antivirus in Admin department and activated Office in several PCs. Our HR madam Mac was full so I pulled a backup of her mails and documents in an external HDD, cleaned the drives and handover her (LO2, LO5).

One of the Dell laptop was experiencing BSOD error so we formatted the laptop and tried installing various version of Windows 10. But, after several attempts we learned that the laptop configuration cannot handle it so we installed Windows7 and necessary software only (LO2, LO6). HR asked us to open three official email accounts for new recruits and also reset password of two existing staffs. The job was done and replied promptly (LO2, LO4).

One of our Board member wanted to install fibre connection at their home office so, I had to visit site at 'Bhalimandal' along with HONS team members for the cost estimations (LO2, LO3, LO4). Similarly, at office I have to assist Synergy Office staff to troubleshoot the various Synergy software problems faced by the Finance staffs. Our office had welcomed external audits group so a new desktop and network setup was done for them. Besides that, we helped them to tally of the records and the actual devices and stocks of the company (LO2, LO3, LO4).

Our new IT Manager Mr Romal Das Shrestha joined the office on 17<sup>th</sup> of October who will be superior to our supervisor. We welcomed him and had our first meeting as a team (LO1, LO3). He asked us to send the details and documents we have and with the permission from our supervisor we emailed him. I opened his official account and also handled the procurement as well as documentation of a new Mac to him (LO1, LO3, LO4). After some days at the office he called for an individual meeting with me where I shared him the information I have obtained so far and also recommendations and plans for future strategy (LO1, LO2, LO3, LO4, LO5).

## **What I did well (refer to skills used)**

I had no problem to do troubleshooting of familiar reoccurring problems at the office. With some research and internet, I was able to find solutions for new problems. My documentations and some fair planning I had listed helped me meeting my new Manager with confidence during strategy meeting.

## **What I could improve on (i.e. skills I want to improve)**

I want to improve knowledge regarding the Synergy software. I experience some hesitance and lack of confidence when meeting the new IT Manager at first. So, I need to work on my confidence and personal grooming. The strategy meeting would have been better if I had presentation or proposal at hand.



**Action I can take to improve my skills and learning (make these “SMART”):**

GOAL - To improve my knowledge of Synergy software and make strategy action plans

ACTION – Learn from my supervisor and the staff at finance, produce images and maps

Timing – 5th October 2017

# LEARNING LOG (5)

For the period 22nd October to 3rd November, 2017

## **What have I done? (LO1, LO2, LO3, LO4, LO5, LO6)**

After Tihar holidays, we re-joined the office on the 22<sup>nd</sup> October. The first day of the week was spent at the site of our Chairman's new bungalow at Godawari. The new building being constructed will be new residence cum office so we need to do estimations for networking (LO1, LO2, LO3, LO6).

Our new manager wanted database records so I and my friend Priya teamed up to create database in Excel. We listed and created a detail database of servers, domains, emails, vendors, devices and verified it from our supervisor (LO2, LO3, LO6). It took us few days to complete the task. A departmental meeting followed in the week later and more task was delegated to us. I was busy making maps of the office Network (LO1, LO2).

## **What I did well (refer to skills used)**

I was able to create a detail database due to my fair knowledge of Excel. I also created maps as per the requirements in Photoshop.

## **What I could improve on (i.e. skills I want to improve)**

I had never used Ms-Visio which turned to be an easier software to create flowcharts and network maps. So, I would like to improve my knowledge in that software or may be learn some Network mapping software that creates maps easily understandable to anyone.

## **Action I can take to improve my skills and learning (make these "SMART"):**

GOAL - To improve myself at Network mapping software or Ms-Visio

ACTION – Download Ms-Visio and try few maps

Timing – 5th November 2017

## LEARNING LOG (6)

For the period 5th November to 20th November, 2017

### **What have I done? (LO1, LO2, LO3, LO4, LO5, LO6)**

Two more weeks before the completion of our internship, I was busy with network maps as asked by our new Manager. He like what I created in Photoshop so wanted me to do more maps so he can have them in his corporate presentation. I was constantly making new maps and pictures and amending as per his instructions (LO1, LO2, LO3, LO4, LO5).

On the final days of my internship, my supervisor and me spend our time at 'Chairman Sir Banglow' at Godawari working with HONS team members to setup fibre connection. We setup an AP for few days use as new Aps were on the way (LO1, LO2, LO3, LO4, LO5).

My internship was officially concluded on 16<sup>th</sup> November but I went to the office till 20<sup>th</sup> November on request of my supervisor (LO1, LO3). We setup new VPN tunnel and connection at our new go down store at Ekantakuna on the last day of my internship (LO2, LO3, LO5, LO6).

### **What I did well (refer to skills used)**

I was creating maps as per the need using Ms-Visio, eDrawmax and Photoshop. They were many modifications done during the task that was tedious at times. I was doing the maps and was constantly on call and email with my Manager even in my holiday. But, I could handle them and complete the task which he applauded in his email to me.

### **What I could improve on (i.e. skills I want to improve)**

Rather than many software, I could have used one good software for the same task and save my time and effort. I was working in pressure for the task that could have foreseen by me and completed easily like I could have made a Network for myself. I would like to develop the leadership skill of thinking outside the box and farsightedness.

### **Action I can take to improve my skills and learning (make these "SMART"):**

GOAL - To improve myself professionally and personally

ACTION – Keep grooming up my personality as well as study more individually outside of the college

Timing –