CHAPTER ONE

1. **INTRODUCTION**

The industrial attachment training is an essential component of the curriculum of Kabarak University which is partial fulfillment of the requirements of the award of Degree in bachelor of business management information technology, Students are required to undergo an industrial attachment programme during which the students are expected to acquire additional practical experience to supplement, their programme of study in the University. They are also exposed to the real world of work and its challenges which will prepare them towards their future careers.

This report is the outcome of the eight weeks practical training I had at James Finlay’s company an as attachee.The duration of the attachment was from 18th January to 31st March. Work begins from 7:30 am and ends at 4:30 pm each working day.

It is said to be a supervised programme since lecturers from the University visit the students during this period and at the end of the programme to ascertain the success of the programme and the amount of seriousness students attached to it.

**1.1 OBJECTIVES OF THE SUPERVISED INDUSTRIAL ATTACHMENT**

Some of the important objectives of the industrial attachment are as follows;

Ø  To assess the interest of the student in the occupation he/she plans to undertake.

Ø  To expose the students to work methods not taught in the University and to provide access to products equipment not normally available in the environment of the University.

Ø  To provide the students with an opportunity to apply knowledge in real work situation thereby closing the gap between academic work and the actual practice.

Ø  To make the transition from school to the world of work smoothly and to enhance student contacts for job placement.

Ø  To enlist and strengthen employers involvement in institutional activities and in the entire educational process of preparing the students for employment in industry.

Ø  To enhance industry´s satisfaction with the graduate of the Department of Information Communication Technology (ICT) and the University at large.

**1.2 BENEFITS TO STUDENTS**

The industrial attachment seek to offer students a practical translation of the theory they have been taught. It has also got individual benefit of liaising the University to the industries, hence brightening the employment chances of the students in the University. Through this attachment, I have generated a good interpersonal relationship through my interaction with my supervisors and colleagues. This has assisted me to interact confidently with people irrespective of the position.

**CHAPTER TWO**

2.0 ORGANIZATION BACKGROUND HISTORY

Established over 250 years ago, Finlay’s originated in Glasgow as a trader and manufacturer of cotton. During the second half of the 19th century, representatives were sent to India to plant tea and Finlay’s played an important role in the development of the industry there. Later, during the 1930s, the company expanded its tea business into Africa, establishing estates and production facilities which continue to form a major part of our business today. Finlays pioneered instant tea research, development and production in the 1960s, when the industry was still in its infancy.

Towards the end of the 20th century, cotton interests were replaced by financial services, onshore and offshore oil services, and a wide range of other businesses. By the early 1990s, however, we had reverted to concentrating on core tea and tea-related activities and we are today, an international company, principally focused on tea, although recent expansion has seen us move into rubber, flowers and fresh produce in Africa and Sri Lanka. As contemporary drinking patterns change and the enormous potential of tea as a healthy ingredient in other products is developed, we are at the forefront of producing and marketing tea extracts and aromas in addition to more traditional forms of processing. This is highlighted by significant recent investments in China and Kenya.

2.1. Products and Services

* **Horticulture**: Flamingo Holdings a wholly-owned subsidiary of Finlay, is a substantial horticultural business that includes growing, processing, packaging, marketing and distribution of cut flowers and premium prepared fresh vegetables, supplying several leading UK retailers
* **Tea:** producing over 35 million kg per annum from 37,082 acres in Kenya and Sri Lanka. Largest independent tea trader in the world trading over 100 million kg from offices in the UK, Kenya, Dubai, Malawi, Vietnam, Indonesia and the USA. Blending and packing over 14 million kg, James Finlay is the largest packer of Fair-trade tea and Fair-trade roast and ground coffee in the world.
* **Tea Trading**: Trading in excess of 100 million kilos each year from our offices in the UK, Kenya, Dubai, Malawi, Vietnam and the USA
* **Coffee:** Blending and packing 2.5 million kg of coffee per annum.
* **Tea Extraction:** As the world’s largest supplier of quality tea extracts, dealing with all of the world’s top beverage companies.
* **Beverage Packing**: Finlays is equipped with state of the art facilities in the UK and Sri Lanka, blending, sourcing and packaging. Primarily private label tea and coffee for customers in the UK, the Middle East and Japan
* **Logistics and services**: In Sri Lanka with the first modern refrigerated storage facility of any scale and a variety of primarily service-related businesses in both Sri Lanka and in Pakistan
* Total Acreage under production: 57,721
* Rubber: 4,248 acres in Sri Lanka producing 800,000 kg rubber latex per annum.
* Flowers: 800 acres under greenhouse or poly tunnel in Kenya and China producing over 430 million stems per annum for the UK, continental European markets and Japan. Sourcing and processing a total of 815 million stems in Kenya, the UK, China and Germany making Finlays one of the world's largest producers and packers of Fair-trade roses and lilies.
* Timber: 15,371 acres in Kenya and Sri Lanka.
* Coconuts: 500,000 nuts per annum in Sri Lanka.
* Vegetables: Growing and processing seven million kg per annum on 220 acres and sourcing a further 23 million kg per annum. First supplier of Fair-trade vegetables into the UK. Finlays provides more than 11,200 houses, a 106-bed hospital, 25 dispensaries, two day-care centers, 17 nurseries, 14 primary schools and one secondary school. The company funds bursaries for children of its employees for 40 secondary, 20 university and 16 polytechnic students.

**2.2** Customers

Finlay’s customers tend to be highly branded companies in a variety of markets spread out worldwide. They range from those in education, corporate sectors, retail point-of-sale, financial services and design. The company’s reference list features some of the most respected companies, brands and organizations in the world.

2.3 Employees

Finlays is a multinational corporation whose products and services are spread throughout the world. It is for this reason that a lot has been put in place to ensure that operations run smoothly and without hitches. Efforts have therefore been made to employ a big taskforce comprised of experts and professionals in different fields who co-ordinate much of what goes on within the tea estates. A highly organized structure ensures that profitability and efficiency are achieved with ease. As of 2008 there were over 16000 employees and 60000 dependants in Finlays.

2.4 ORGANIZATION **CONTACTS AND PHYSICAL ADDRESS**

James Finlay (Kenya) Limited  
P O Box 223  
Chepkembe  
Kericho 20200  
Kenya

Telephone: 00 254 522 01559.

**2.5 ORGANIZATION MISSION,VISION AND CORE VALUES**

### A. VISION

### To provide efficient and effective information and communication technology support services provision in the company.

### B.MISSION

### To provide ICT support service and enhance the company’s service delivery through the use of information technologies.

C.CORE FUNCTIONS

* Providing end-users with technical support services.
* Facilitating ICT capacity building in the company and its departments.
* Providing management support for the ICT resources.
* Providing leadership in the computerization of company’s operational systems.
* Providing technical support services in the acquisition of ICT resources.
* Facilitating online delivery in the company through use of emerging technologies including communications, email and web applications.

D.CORE VALUES

* Professionalism
* Transparency and accountability
* Integrity
* Team work
* Equity and fairness
* Courtesy

e.SERVICES

The services that the ICT unit provides are summarized as follows:

* Responding to user ICT technical support requests
* Diagnosing ICT problems
* Resolving ICT problems
* Provision of ICT technical specifications
* Management of ICT resources
* Training of users on the use of new ICT resources
* Automation of manual functions
* Servicing and maintenance of ICT equipment

Acknowledging and responding to enquiries and correspondence

f.STANDARD

The department is committed to meeting the needs of clients in a professional manner.

Clients should expect the following standards from the department;

**Service for all**

* Providing quality services for all.

**Clear and concise information**

* Providing prompt, accurate and relevant information.

**Courteous service**

* Every client is entitled to courteous treatment by the serving officer.

**Answering the telephone**

* We will undertake to answer all telephone calls on the second ring.

**Dealing with queries**

The unit will acknowledge and respond to all ICT queries, written correspondence and emails within one (1) working day on receipt. If the subject matter is more complex and requires greater attention, the enquirer will be contacted to explain the reason for the delay and where possible, advise on when a response would be available. If prolonged investigations are needed, the enquirer will be informed of the progress within one (1) working day.

**Listening to clients**

The ICT department endeavors to listen to the customers’ views and suggestions at all times.

**Focus on results**

The department will employ innovative and best management practices to achieve the set performance targets. It will also ensure e-mail and web server uptime at least 99.9%.

2.6 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DEPARTMENT

For each department, a service charter has been put in place to guide each department’s operations and hence ensure that quality services are given to clients. For the I.T department, it defines the range of services it can offer, standards, obligations as well as its expectations.

The ICT department has invested in a wide range of assets that can be categorized as either Hardware or Software and which are intended to help it achieve its goals.

Each department has different hardware/software implemented depending on the services they render to the company all of which have licenses.

Hardware devices,software and Networking essentials

I came across many different machines, which included: Printers, Desktop Computers, Laptops, and Networking Essentials.

**Printers**

* Kyocera Miter Printer
* HP LaserJet

**Desktop Computers**

* Dell and HP

**Laptops**

* HP
* Dell

**Networking Essentials**

* Ethernet Switches
* Server Software’s
* Client Software’s,
* Routers

**Commonly used Software**

* Application Software –Microsoft Office 2007 Enterprise, Sophos Antivirus, Harvest it (HIT).
* Operating System - Windows XP, Windows 7 professional.

They have used local area network with category 5(cat5e) shielded twisted pair cable and have XP based application, used to create user accounts for the company uses XP based server.

**CHAPTER THREE**

3.0 Field Attachment Activities

The activities which I undertook during my internship period were basically related to IT .The Company consisted of different departments which performs day to day operations so as to serve the clients visiting the offices.

The activities and assignments undertaken were:

1. Creating passwords for the users.
2. Trouble shooting Kyocera Mita printer
3. Installation of windows XP operating system
4. Trouble shooting power failure
5. Repairing and replacing battery ups
6. Assembling new machines
7. Installation, mapping and configuring ODBC for HARVEST*it* (ERP).
8. Use single mode fusion splicer to join fiber optic cables
9. Enrolling new employees in Time and Attendance Terminal by capturing their fingerprints.

**Installation of windows XP operating system**

I was shown how to create partitions in the hard drives so that the PC can dual boot after, Was also shown how to install the drivers keeping in mind about the Hardware compatibility then how to configure the operating system by assigning the IP Addresses to the PC on which the operating system was installed. The skill acquired was How to install XP operating system using the hard drives partitions so that the computer Can dual boot.

**Creating passwords for users**

I was shown how to create and administrator account in a scenario where by the user is unable to log in to the computer since they don’t know the password so the process is as shown below:

When the PC is booting press **F8** button so as to trouble shoot, windows Operating system will prompt to choose what you want to do, choose safe mode then on the desktop you access the control panel, click the user account icon then you assign the users with the passwords and the user name .The new skill learnt was how to use the safe mode so that you cannot harm the PC

**Trouble shooting Kyocera Mita printer**

Printers are the most used peripherals in an office environment may encounter Problems at times. The printer encountered a paper jam problem was observed that the Paper does not exist in the exit tray as the printing process continues .learnt how to remove the paper from the printing drum and keep the papers on separate pad So that the papers can move in unison with the exit rollers

**Trouble shooting power failure problems**

The activity undertaken was to plug the power cables to the correct power outlets which are located behind the UPS so that the PC cannot go off abruptly in cases of power surge the new skill I learned is how to detect the effectiveness of the earth by using a tester. Users were feeling electric shocks when coming into contact with the metallic body parts, this experience was occurring because the earth was not effective.

1. **How to handle multimode and single mode fiber optic cable**

I was introduced to a single mode and a multimode fiber optic cable on which I was shown on how to terminate the cable using an E200 terminator ,this is a special type of terminator since it protects the ferrule which is the part of the Fiber optic cable from dust and scratches .I was shown how to connect this cable to an Ethernet fiber optic switch which has 24 ports and provides 24\*100 mbps fast Ethernet Fiber ports

I learnt how to use fiber optic loop back tester to test the connections in the network and how to connect fiber optic converter so that the signals coming from the UTP cables can be transformed from light signals to electrical signals.

Using single mode fusion splicer to join fiber optic cables together and how to test the distance which is good in meters

3.1 **Routine activities**

***My day to day tasks encapsulated the following:***

* Ensuring that the LAN & WAN interfaces for effective communication, i.e. the computers in the company were configured well to communicate with each other.
* Assembling and configuration of new machines and peripherals for users. When new machines were brought in the company, my task was to assemble and configure it to work well and also in the network.
* Installation and configuration of operating systems and application programs. I was able to format, install and configure OS and programs in computers which were faulty or new.
* Computer hardware and software troubleshooting. Where users had issues with their computer software and hardware I was able to troubleshoot and diagnose the problems and repair where necessary
* Assisting in supporting HARVEST*it* (ERP). This is the system software that is being used in the company which was controlling everything in the company ranging from transactions, payment, and stock to machine operations of the entire company.
* Installation and updating of antivirus software regularly. I was able to install and update the antivirus on all the computer systems in the company on a regular basis.
* Carry out routine maintenance on hardware and software. Computer maintenance was necessary regularly, therefore I used to clean and ensure that all the computers in the company are in good state
* Billing (Downloading telephone bills) using NIPX128 Software. This was carried out weekly whereby the telephone operations bills were being downloaded and organized.
* Support of MS Outlook and Express Mail. The company users use Outlook for their mails, incase of user issues I used to help them.
* Participate in network extensions within the plant. The plant extended their offices, therefore I participated in cabling and networking the computers in the new offices.
* Mapping and using ERP system (HARVEST*it*). This is done when a computer fails or in the training room for training purposes.
* Using single fusion splicer to join fiber optic cables together.

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### Hardware

* Troubleshooting power supply
* Cleaning, defragmenting, formatting and partitioning hard disks
* Exploding new machines
* Computer maintenance

### Networking

* Connecting to a remote computer(s) or network(s)
* Sharing and configuring printers
* Setting up domains and workgroups
* Configuring protocols
* Sharing files through a certain workgroup(s) or domain

**CHAPTER FOUR**

4.0 EXPERIENCES,SKILSS AND KNOWLEGDE ACQUIRED DURING ATTACHMENT PERIOD

It was a great opportunity being attached at the company; employees were giving me and my colleagues a helping hand in a situation faced. I did my best and applied all the effort in ensuring that all the activities done were successful. The objective was to learn as much as I could to understand what exactly is expected in the ICT industry. Working and interacting with company employees was a very good experience .I was able to share various ideas and establishment of friendship within the organization was the common objective of the organizations. Supervisors were always insisting on teamwork regardless of gender, class or tribe and people helping each other during the attachment period to accomplish tasks.

Having skills is a continuous process which is facilitated by taking interest, learning and Observation. I learnt DOS command for troubleshooting different problems e.g. ping and tracer for Troubleshooting network problems. Different ways of upgrading the system e.g. changing memory and Central Processing Unit (CPU) by correctly reseating the DIMMS to the motherboards during PC maintenance session, I got to know how Cisco router works.

On attachment ,one is able to sharpen his/her competence skills i.e. I was able to diagnose a problem and came up with a solution pertaining to it with minimal supervision. During attachment practice I was able to learn new things like effective and efficient user support services and teach the user on how to be conversant with the newly introduced system e.g. Harvest IT software. Attachment creates confidence in tackling a similar problem in the near future and working under pressure with a cool and relaxed mind.

Attachment broadens your mind on the IT technologies e.g. optical fiber Technology. It facilitates gaining the necessary experience and knowledge in the ICT Industry by being exposed to various challenges in the field. By being exposed to the IT problems and challenges, I become an asset to the corporate world and was able to deal with elements of Uncertainty or unpredictable conditions.

During the internship period I learnt to work independently and to make judgments’ on my own thus I have known the dynamics of a working environment where by the customer or client comes first. I gained a lot of skills in terms of teamwork, leadership, independent work, Analytical skills and industrial contacts.

I **Personally,** My confidence level has improved greatly. My interactions with people (respondents) and top officials paved some social contacts for me. Good friends were made, efforts to understand people and ability to use and manipulate electronic gadgets. Working under stress conditions could not be overlooked.

**4.1 CHALLENGES FACED**

In everyday activities, some set back and challenges were met at the working place. At times the work given during the attachment period didn’t meet their expectations. Insufficient access to the server software and server room since it is limited to IT Network Manager for security purposes thus I was unable to learn how to configure the server, but I managed to install the components. Another challenge was how to master the line printer commands while using a DOS interface without a help facility.

To learn new softwares used by company is one of the big challenge, I encountered lots of challenges to install and use HARVEST*it (Hit)* which is being used by the company to run day to day activities

How to use fusion splicer to join fiber optic cables was another challenge since we were never taught at the university any tool used in fiber optic yet they are very many which we are required to use them in day to day activities in the world.

**CHAPTER FIVE**

5.0 RECOMMENDATION AND CONCLUSION

**Recommendation**

As per the company:

* The ICT department should discourage the sharing of confidential files and documents over the local network and also put measures in place to make sure this is adhered to. For example, revoking administrative rights on the computers whose users have no need to access/view confidential files.

As per the University:

* Provide students with more practical session than theory because most of theories

are found in books thus practical will enable one to have the knowledge of handling and Performing tasks when out on fieldwork

* Purchase devices used in fiber optic termination.

## CONCLUSION

The internship has enabled me to acquire many different skills that my class work could not adequately cover and also to apply only what I knew in theory. I also had the advantage of being exposed to the work environment and experience the challenges that employees face in their day to day activities.

I have also learned how to solve the different problems that may come up at the work place, and acquainted myself with the physical, technical, academic and environmental requirements of similar possible future positions.

Thus internship is very important as it provides one with the opportunity to learn as much as possible, without the threat of dismissal from work, resulting from a task gone wrong because with the industrial supervisor one is assigned to, proper guidance is assured.

**REFERENCES**

[www.finlays.net](http://www.finlays.net)

[http://www.swire.com/eng/sd/overview.htm#jamesfinlay](http://www.swire.com/eng/sd/overview.htm%23jamesfinlay)

James Finlay (Kenya) limited ICT department