

College of Engineering and Technology School of Computing and Informatics Department of Computer Science

A Report on Internship at Central Ethiopia Regional State Revenue

A Report on Internship Submitted to the Department of Computer Science in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science

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Dilla, Ethiopia

**TABLE OF CONTENTS**

**Content**  Page

Declaration ...............................................................................................................................4

Acknowledgment...................................................................................................................... 5

Executive summary...................................................................................................................6

Approval Page ……………...……………………………………………………………...….7

List of Figure...……………...……………………………………………………………...….8

**CHAPTER ONE**

INTRODUCTION

1. History of organization ..........................................................................................................9

1.1 Background of the company ...............................................................................................9

*1.1.2* Vision ………………………..........................................................................................9

1.1.3Mission ............................................................................................................................9

1.1.4 Values…..........................................................................................................................10

1.1.5 Objective….....................................................................................................................10

1.1.6 Its Main Product Or Service ........................................................................................10

1.2 Activities of the Organization Related to CS….………………………………………………….10

1.2 Overall organization and work flow…………………………………………………...………….11

**CHAPTER TWO**

INTERNSHIP EXPERIENCE

2.1 Teams and Work Relations among Team Members/Other Staff...........................................13

2.2 Knowledge and Skills Gained..............................................................................................13

2.3 University Taught Programs and the Internship Relatedness ...............................................24

2.4 Challenges Faced in Internship……....................................................................................25

**CHAPTER THREE**

SWOT ANALAYSIS

3.1 Strength............................................................................................................26

3.2 Weakness ........................................................................................................26

3.3 Opportunities ...................................................................................................26

3.4 Threats..............................................................................................................26

**CHAPTER FOUR**

CONCLUSION AND RECOMMENDATION

4.1 conclusion….................................................................................................27

4.2 Recommendations …........................................................................................27

**CHAPTER FIVE**

REFERENCE

Organization PDF for background info......................................................................28

**DECLARATION**

I would like to declare this internship report proposed by fourth year Computer science student at bachelor science level in Dilla University Forward of internship evaluation under the guidance of our advisor Mr Gezahegn Tesema. All the reference documents are mentioned and stated in reference section also the extracted information and interpretation have been done through own effort. All the information written in this report is obtained from what I have seen in internship period and by read different books regarding on office as well as the company training manuals. All the resources used to write this report are properly cited. During this time I have spent most of my time by knowing and understanding the technology Central Ethiopia Regional State Revenue used and service given to customer also I have done some work tasks.

**ACKNOWLEDGMENT**

First, I would like to express thanks to Almighty God. Second, I would also like to thank Dilla University for organizing the internship program at all for the Students .

Again, show appreciation Butajira Central Ethiopia Office for permitting the semester internship to be train with their company. I would like to express gratitude to Mr.Gezahegn Tesema Faculty of computer science Head. I would also like to give special thanks Adviser to Mr.Gezahegn Tesema and to company supervisor, Mr Wondmu and other workers who assisted me by sharing their knowledge and experience throughout their working time in my internship duration. Finally, I would like to show gratitude to other Butajira Central Ethiopia Regional State Revenue Office workers that gave their knowledge. I really appreciate all the staff members of the company for the good time I had. Especially appreciate their respect and kindness. Finally Thanks for My family and my self for all of the supports.

**EXECUTIVE SUMMERY**

This practical attachment report outlines my internship experience in Central Ethiopia, where I had the opportunity to immerse myself in a professional setting and engage in activities designed to enhance my skills and knowledge within the organization. The primary objective of this practical attachment was to derive tangible benefits and gain invaluable experience relevant to my academic background and future career in the field of computer science.

During my time at the office, I began by familiarizing myself with the working environment and gaining insights into the organization's background, including its history, mission, vision, and organizational structure. This foundational understanding was crucial as it provided context for the tasks I was assigned and the overall objectives of the organization.

Throughout my internship, I participated in several technical tasks, notably in the area of physical network installation and logical configuration. I became involved in various aspects of setting up the physical network infrastructure, which included working with essential materials such as patch panels, mounting racks, trunk cables, crimpers, cutters, and drill machines. Additionally, I engaged in configuring physical devices, including routers and access switches, utilizing simulation software such as Cisco Packet Tracer. This hands-on experience allowed me to apply theoretical concepts learned in the classroom to real-world scenarios, thus reinforcing my technical skills.

Beyond the technical knowledge gained, I also had the opportunity to learn about work ethics and the importance of effective communication within a professional environment. Developing good communication skills proved to be essential in collaborating with my colleagues and understanding the expectations and dynamics of the workplace.

Overall, my internship at the Technology Department was both engaging and enlightening. It provided me with a firsthand glimpse into the workings of a professional organization and equipped me with the knowledge and skills necessary to address real-world problems. This experience not only deepened my understanding of the technical aspects of computer science but also highlighted the significance of soft skills in fostering a productive work environment. I am grateful for the opportunity to have been part of the team, and I look forward to applying the lessons learned during my internship to future endeavors in my academic and professional journey.

APPROVAL PAGE

I certify that this B.Sc. internship report entitled A Report on Internship at Central Ethiopia and Information Technology department by Bisrat Fikrie approved by me for submission. I certify further that, to the best of my knowledge, the report represents work carried out by the student. Signed by the examining committee

Advisor: Gezahegn Tesema

Examiner:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Examiner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Examiner:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed by Head of the department

NAME: Bisrat Fikrie

Signed:\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_

LIST OF FIGURE

Organization work flow………………………………………………………………...Figure1

RJ45……………………………………………………………………………………………...Figure2

Keystone………………………………………………………………………………..……...Figure3

Switch…………………………………………………………………………………………...Figure4

Cat 6 cable……………………………………………………………………………..……...Figure5

Router…………………………………………………………………………………………...Figure6

Network Material…………………………………………………………………………...Figure7

**CHAPTER ONE**

INTRODUCTION

1.1 History of Organization

1.1.1 Background

The Central Ethiopia office is situated approximately 130 kilometers from Addis Ababa, which has led to a unique operational dynamic given the geographical distance. The majority of the jobs performed in this office are integral to the company’s success and aligning with its strategic objectives. In recent years, the organization has experienced rapid growth, both in terms of revenue generation and workforce expansion. Currently, the office is home to a significant number of staff members, reflecting the company’s commitment to scaling its operations in this region.

1.1.2 Vision

By the year 2030, the vision is to establish a city that embodies a high capacity for rapid learning, development, creativity, adaptation, and effective utilization of advanced science and information technologies. This ambitious goal aims to foster both city-wide and national competitive capacity while establishing a technologically sophisticated working environment. These initiatives are crucial as they significantly contribute to the social and economic development of the city.This will not only enhance the efficiency and effectiveness of operations within the city but will also promote resilience and adaptability in a rapidly changing global landscape. The collective efforts of government, businesses, and community organizations will be essential in realizing this vision, ultimately transforming the city into a dynamic hub of technological advancement and economic prosperity by 2030.

1.1.3Mission

The primary objective is to establish a robust competitive capacity on both a city-wide and national level, coupled with a technologically advanced working system. This will be achieved by effectively developing, implementing, and expanding initiatives focused on science and information technology. These initiatives are designed to play a pivotal role in driving the social and economic development of the city. By fostering an environment where advanced technological solutions are integrated into various sectors, we aim to enhance productivity, stimulate innovation, and ultimately contribute to sustainable growth. This comprehensive approach not only seeks to elevate the quality of life for residents but also positions the city as a leader in technological advancement and economic resilience within the broader national context. Through collaborative efforts among stakeholders, we aspire to create an ecosystem that supports continuous improvement and adaptation to the rapidly evolving technological landscape.

1.1.4Values

- Passion and hard work,

- An unrestrained journey of thought and imagination,

-Working together for change;

- Our success and failure are ours;

- Problem Solving;

-An insatiable thirst for learning;

-A foundation for generations to come,

-Efficient and effective operation and continuous improvement

1.1.5Objective

General objective

* To design fastest network depending on the increasing number of user and devices.
* Having knowledge of networking and experiences implementing to design efficient and effective network depending on available resource and have best network in term of cost, speed , security ,and scalability.
* To design and implement upgraded, scalable and valuable LAN network services and high speed internet connection for the revenue center.

Specific objectives

* To create a communication channel between users within company to share network resources and services including Internet access safely and easily.
* To understand and upgrade the existing local area network (LAN) and its Installation.
* Improve the network's fault tolerance, security, and high speed connection.

1.1.6 Main product of services

1. Software Development- Solution that meet client specific needs and goal.

2. Hardware & Networking- Project for the building and setting up of hardware

and network solution.

3. Maintenance- To repair desktop printer and other materials.

* 1. Activities of organization related to computer science
* Networking
* Database
* Web programming
* Software Design
  1. Over All Organization and Work Flow

ICT Directorate

Maintenance

Software Design

Networking

Public relation and communication

Figure 1 organization work flow

**CHAPTER TWO**

OVERALL INTERNSHIP EXPERIENCE

The way I Got the Company

At Dilla University, the academic curriculum for computer science students includes a vital component that requires those who have successfully completed their third-year, second semester to engage in an internship program. This internship serves as an integral part of their educational journey, offering practical experience that complements the theoretical knowledge gained in the classroom. As a requirement for this initiative, students are expected to submit a formal letter requesting an opportunity to undertake an internship. In line with this requirement, I proactively reached out to a diverse range of companies and organizations in search of an appropriate internship opportunity. After diligent efforts, I successfully secured a position with an organization that specializes in database management and related tasks. This initial placement seemed promising and aligned with my academic background and interests. However, after reviewing my situation, my academic advisor offered insightful guidance, recognizing the immense value of gaining a broader range of experiences. He encouraged me to consider transitioning to a different organization that could provide exposure to additional facets of the computer science field. This recommendation stemmed from a desire to enhance my knowledge and skill set, ultimately aiming to equip me with a more comprehensive and well-rounded understanding of the diverse opportunities within the industry. Taking this advice to heart, I began exploring alternatives that would allow me to expand my horizons and diversify my experience. I understood that embracing this perspective would not only enrich my educational journey but also better prepare me for future challenges and opportunities in the ever-evolving field of computer science. As I continue to navigate this process, I remain committed to maximizing my learning and growth through this invaluable internship experience.

The Section Of the Company Working in

I have to working in ICT

Training and consultancy Team

This section to work to training to computer and internet and other thing that company employ or worker and outside of organization and student they to train and more awarded.

Maintenance team

This section to work to mainly in failed of office equipment like computer,printer, copy machine, laptop, and network device.

ICT infrastructure and service

In ICT infrastructure and service section all the component related to electrical device. Networking device like , router hub, switch, cable and cable type. And the section works to , network installation.

2.1 Teams and Work Relation among Team Members/Other Staff

They Work together to bring a good working environment for the company and end user.

2.2 Knowledge and Skills Gained

Practical skill Gained

I have developed a newfound confidence in my ability to perform practical tasks, and through my experiences, I have come to realize that practical work is often simpler and more intuitive than theoretical concepts might suggest. Engaging directly in hands-on activities has not only solidified my understanding of the material, but it has also made the learning process more engaging and accessible. When I was primarily focusing on theoretical knowledge, I often grappled with complex ideas that felt abstract and distant from real-world applications. However, as I immersed myself in practical work, I discovered that the theories I had studied began to take on a more tangible form. This shift allowed me to engage with the material in a way that was both satisfying and enlightening.

For instance, when tackling real-world scenarios, I found that the challenges I faced were often much clearer and more manageable than the theoretical problems presented in textbooks. The ability to apply concepts in real-time allowed me to think critically and creatively, fostering a deeper appreciation for the subject matter. Furthermore, I learned that hands-on experiences often lead to immediate feedback, which is invaluable for growth and improvement. Overall, this journey has not only enhanced my practical skills but also instilled in me a sense of confidence in my abilities. I now approach tasks with a mindset that embraces the intricacies of practical application, recognizing that while theoretical knowledge lays the foundation, it is through practice that true mastery unfolds. As I continue to navigate my academic and professional pursuits, I am excited to explore further opportunities that blend theory with practice, continuing to build on this growing confidence and skillset.

The differences between Theoretical Skill and Practical Skill are:

Regiment of material



Figure:2 RJ45

RJ45

The term "RJ" in RJ45 stands for "registered jack," which indicates that it is a standardized networking interface designed to facilitate connectivity in communication systems. The "45" designates the specific number of this interface standard. An RJ45 connector features eight pins, and it is primarily used with unshielded twisted pair (UTP) cables, which consist of eight individual wires arranged in a specific order. The construction of these cables ensures that the twisted pairs help reduce electromagnetic interference and crosstalk, enhancing the overall signal quality. When preparing an RJ45 cable, the wires are carefully arranged according to the T568A or T568B wiring standards, depending on the desired configuration. Each wire is then inserted into the RJ45 connector and crimped at both ends to secure the connections.

Once the cable is fully assembled, it can be used to establish a wired connection in a computer network. One end of the RJ45 cable is plugged into a device such as a computer, while the other end is connected to networking equipment, which may include switches, modems, or routers. This direct connection enables the computer to communicate with other devices on the network, access the internet, and share resources. A notable feature of the RJ45 connector is its single locking tab, which securely locks the connector in place once it is inserted into a port. This design prevents accidental disconnections during operation, ensuring a stable and reliable network connection. Overall, the RJ45 connector and its associated cabling have become essential components in modern networking, facilitating seamless communication and connectivity across various devices and systems.

RJ45 Keystone Jack



Figure3 :keystone

An RJ45 keystone jack is a critical component in networking and telecommunications, primarily used for connecting Ethernet cables in a structured cabling system. Here are some key uses and benefits of RJ45 keystone jacks:

1. Network Connectivity: RJ45 keystone jacks facilitate the connection of Ethernet cables, allowing devices such as computers, printers, and network switches to communicate with each other over a local area network (LAN).

2. Flexible Installation: These jacks can be installed in patch panels, wall plates, or surface-mount boxes, allowing for versatile configurations within data centers and office environments. This flexibility makes it easier to manage and organize network connections.

3. Support for High-Speed Data Transmission: RJ45 jacks support various Ethernet standards, including Fast Ethernet (100 Mbps) and Gigabit Ethernet (1 Gbps), ensuring optimal data transmission rates for modern networking needs.

4. Secure Connections: The design of RJ45 keystone jacks includes locking mechanisms that ensure secure connections, reducing the potential for accidental disconnections and maintaining network integrity.

5. Compatibility: RJ45 keystone jacks are compatible with a wide range of cabling types, including Category 5e, Category 6, and Category 6a cables, which are commonly used in Ethernet networks.

In conclusion, RJ45 keystone jacks are essential for anyone looking to establish or maintain a robust and efficient networking system. Their versatility, ease of use, and support for high data transmission rates make them a preferred choice in both residential and commercial settings.

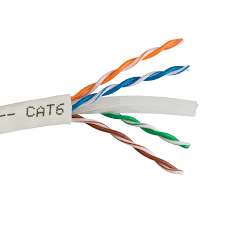
Switch



Figure:4 switch

* It used this device to interconnecting networking devices.
* It can establish a direct connection from the sender to the destination without passing the data traffic to other networking devices.
* Having a switch allows a connection to be opened or closed.
* A switch is a network device that selects a path or circuit for sending a unit of data to its next destination.

Network Cable

 It used for data translation between devices.

* high speed data transmission
* Improved bandwidth
* Home networking

Figure:5 cat6 cable

Router



Figure:6 Router

Router is critical device used in networking that directs data traffic between devices on a local network like computer, phone and other devices. Here are some use of router

* Connection devices
* Internet access
* Network address translation(NAT)
* Wireless connectivity
* VPN support



Figure : 7 network material

-Crimper: used for attaching end on different type of network.

-Tester: identify if the wire are paired directly it also show if there is break in the installation.

-Puncher: used to punch cable to kiston.

-Cutter: used to cut.

**Table:1 Network device and usage.**

|  |  |  |
| --- | --- | --- |
| Other Network item | Device name | functionality |
| C:\Users\Laptop\Downloads\download (5).jpg | Wall-outlet | Intermediate connector between two device |
| C:\Users\Godie\Desktop\picturs\cisco firewall.jpg | Firewall | For network security |
| C:\Users\Godie\Desktop\picturs\rach 9u.jpg | Rack | It’s a container that contains router, switch, server and UPS devices. |
| C:\Users\Godie\Desktop\picturs\server.jpg | Server | Data storage |
| C:\Users\Laptop\Downloads\download (4).jpg | Trunk | Holding UTP cable |
| C:\Users\Godie\Desktop\picturs\cisco wireless.jpg | Wireless access point | Connecting devices through the air/vacuum |

IP assignment method

There are two types of IP assignment that allocated and managed with in network.

1.Static IP Adress-is fixed IP address that is manually assign to a device and not change over time. Mostly work in web server.

Characterstics

* Manual configuration
* Consistency
* No lease time
* Increased realiability
* Higher configuration

2.Dynamic IP Adress- is assigned automatically by DHCP(dynamic host configuration protocol) server and it may change each time the device reconnect to the network. Mostly end user like laptop, smartphone, tablets.

Characterstics

* Automatic configuration
* Lease time
* Efficiency
* Potential for variability

**Physical network installations**

Configuring cable in cisco packet tracer

1.drag and drop device to connect the workspace(router, switch, pc)

2.choose cable type depending on device connecting

Crossover-connect similar device like switch to switch, router to router.

Straight-through-connecting dissimilar device like pc to switch, switch to router

3. connect the device

Click first device then select port we want(fast Ethernet, gigabite Ethernet)

Click second device.

4. verify connection

5. configure device

After cable are set up configure device as nedded (assign IP address to pc or configure

routing on router)

6. test the connection

**Logical network installations**

How router can configure

* Enter
* Enable>enter
* #configure terminal>enter
* Interface g0/0(name)>enter
* Give IP address-192.168.1.1 and subnetmask-255.255.255.0>enter
* Write no shutdown
* Exit>enter we configure different network so again verify the above step.

How client and server share information/data

In this office there are two system

1. Sigtas -is a private account no one can inter or share data.it work without internet.
2. Data warhouse -all the center that have access and support business activity like reporting, analaysis&visualization.

Work tasks I have been executing

The main task was to provide Local area network.

Some of the sub tasks I participated in were:-

♣Physical components of Network

♣ Network Installation

♣ Configuration

♣ Survey

2.3 How good I have been performing in my task

During my time in the organization the following are my accomplishment

I involved in networking.

I've diligently completed all the tasks assigned to me and taken the opportunity to practice within the organization. In response to inquiries about my performance, I can confidently say that I have done well. I believe that the foundation of good performance lies in asking questions and seeking to understand. I regularly consult with my colleagues and organizational staff whenever I encounter something unclear. I have taken my responsibilities seriously and have applied what I’ve learned to the best of my ability, striving to achieve the best outcomes possible.

2.4 Theoretical knowledge

I have acquired a wealth of knowledge through this program. I consistently connect and apply theoretical concepts to practical situations. Whenever I engage in tasks, I find myself frequently referencing the course material, which helps me remember and enhance my understanding. I can confidently say that my theoretical knowledge has improved as a result of this practice, allowing me to gain new insights and skills.

2.5 Interpersonal Communication

Interpersonal communication has always been an essential aspect of interactions between individuals. Throughout our internship experience, one significant takeaway for me has been the enhancement of my personal communication skills. The training I received from my mentors played a crucial role in this development. They provided valuable insights on how to effectively communicate with my colleagues, emphasizing the importance of clarity, active listening, and empathy in our interactions. This mentorship not only equipped me with practical tools for improvement but also helped me understand the nuances of building rapport and fostering positive relationships within the workplace. Overall, this experience has not only refined my communication abilities but has also increased my confidence in engaging with others, which I consider a vital asset both professionally and personally.

2.6 Team Playing Skill

Adapting to this skill was relatively straightforward for me, as I have already participated in various group projects and assignments during my three years at university. Through my internship, I acquired additional insights: specifically, that the collective knowledge of a team is far more potent and effective than the efforts of any individual. I also recognized the significance of sharing information and expertise within the group. The key benefit I gained from my involvement in the company's teamwork was a deeper understanding of how productive tasks can be when carried out collaboratively. Working together as a team enables us to achieve our goals more efficiently, demonstrating the power of collective effort in reaching desired outcomes.

2.7 Leadership Skill

Leadership skills are the abilities that enable individuals to guide others toward achieving a shared objective through organization and direction. I have come to realize that effective leadership necessitates making informed and mature decisions, especially when it comes to selecting from a range of corporate options. My internship provided a valuable opportunity to develop these leadership qualities further. It allowed me to gain deeper insights into what it means to lead effectively and to practice essential leadership skills in a real-world setting.

2.8 Work Ethics

From my perspective, work ethic refers to the ability to uphold appropriate values in the workplace. This includes respecting boundaries and adhering to rules, which constitutes the foundational principles of professional conduct. During my internship, I realized that ethics represent one of the most valuable assets an individual can possess in the professional realm. Recognizing this, I aimed to engage with others in a more ethical manner in order to create mutually beneficial relationships. Throughout my internship, I enhanced both my personal and professional ethics. My personal ethics relate to how I should treat others, while my professional ethics pertains to the standards I must uphold to complete tasks effectively.

2.9 Entrepreneurship skill

Entrepreneurship encompasses the capacity to transform individual ideas into actionable plans, along with creativity, innovation, risk-taking, and the ability to plan and manage projects to achieve specific goals. This involves a range of competencies, including management skills, financial acumen, critical thinking, problem-solving abilities, teamwork, and more. Throughout this experience, we have gained a comprehensive understanding of what it takes to be an entrepreneur. Above all, this internship has taught me essential entrepreneurial skills; the work environment has provided an excellent foundation for enhancing my entrepreneurial capabilities. Indeed, I learned a great deal about improving various criteria necessary for success in this area.

2.3 University Taught Programs and internship Relatedness

During the initial year of my academic studies, my focus was predominantly on the theoretical components of the course curriculum. This foundational period was undeniably valuable, as it equipped me with essential knowledge and insights pertinent to the field of computer science. However, while I gained a solid intellectual grounding, I found that this phase offered limited opportunities for the practical application of my skills. The absence of hands-on experience left me eager to translate my theoretical learning into real-world contexts. My participation in the internship program marked a significant turning point in my educational journey, as it provided me with the opportunity to bridge the gap between theory and practice. This immersive experience was not just a continuation of my studies but a transformative phase that allowed me to acquire tangible, hands-on skills that I had previously only conceptualized.

2.4 Challenges Faced in internship

* The weather condition was challenge full sometimes and the staffs or may be advisors also could not come.
* The other challenge is electric power Which means the light went off many times regarding to the season or weather condition.
* Shortage of materials.
* Collaborating with team members or adjusting to the office dynamics can be challenging.
* The ICT center may have limited resources, such as equipment, software licenses, or budget constraints.

**CHAPTER THREE**

SWOT ANALYSIS

3.1 Strength

There are many opportunities for computer science companies to grow and expand.

* They have good member of staff.
* They can manage the company effectively.
* By increasing the science and information technology , it have a major contribution on the social, economical and political activities.
* They give training to governmental employers.
* Working on organization helped to router and switch configuration and to know more about networking devices.

3.2 Weakness

* They have no wise uses of resources.
* No more materials full resource.
* Limit number of human resources.
* There is no generator in the office, so when the power goes out, no work can be done.

3.3 Opportunities

* Easily understand ethics and professionalism of work environment.
* I was able to develop positive relationships and network for future use.
* Improve my communication skill.
* Accepting of local students.
* Gained a clear understanding of the ethics and professionalism inherent in a work environment.
* Successfully developed positive relationships and established a valuable network for future opportunities.
* Enhanced my communication skills through various interactions and experiences.
* Fostered an accepting attitude towards local students and embraced diversity in our collaborative efforts.

3.4 Threats

* Unstable political issues
* Security problem
* Lack of protector materials or tools
* Economic condition of the country.
* Ongoing political instability creates uncertainty in governance.
* Persistent security challenges pose risks to safety and peace.
* Insufficient availability of protective materials or tools hampers safety efforts.
* Fluctuating economic conditions in the country impact overall stability and growth.

**CHAPTER FOUR**

CONCLUSION AND RECOMMENDATION

4.1 **Concluson**

After going through the whole period of internship.

Throughout my academic journey, I have engaged in a multitude of professional activities that have significantly enriched my learning experience. These opportunities have not only provided me with practical insights but have also illuminated potential pathways for my future as a computer science student. Participation in these activities allowed me to revisit and reinforce the knowledge I have acquired over the past three years, solidifying my understanding of various key concepts. Moreover, this experience marked a pivotal step in enhancing my communication and teamwork skills, both of which are essential in the field of computer science. Working collaboratively with peers on diverse projects necessitated effective communication and the ability to cooperate seamlessly with others, there by fostering a spirit of collaboration that is crucial in any professional setting. We delved into various domains within the networking field, gaining exposure to an array of topics that spanned from network architecture to security protocols. This comprehensive engagement not only broadened my technical understanding but also highlighted the importance of adaptability and continuous learning in the fast-evolving landscape of technology. Overall, these professional experiences have been instrumental in shaping my skill set and preparing me for the challenges and opportunities that lie ahead in my career.

* We learnt new concepts and new ways of working.
* We acquired practical experience to complement the theoretical content of our study for campus, Network cable punching on patch panel, how networks distributed. This internship was definitely an introduction to the actual work field for us.
* To conclude, we think that this internship was very beneficial to us as we learnt a lot, and it made us discover works in partial of real world.
* we have learned to work in a Networking organization and apply our knowledge into practice installation, network cable maintenance.

Generally, we had got practical knowledge of networking in maintenance, cable

crimping, cable.

4.2 **Recommendation**

* The working area should fulfill the proper amount of office furniture’s.
* They should provide a schedule for the developers to visit the interns.
* Wisely uses of the resource.
* They should be arranged start working time and ending time.
* They should be fully material set.

**CHAPTER FIVE: Reference**

Organization pdf for background info

1.[www.google.com](http://www.google.com)

2.Previous works of students

3.Networking Books

4.Wikipedia