

**UNIVERSITY OF ZIMBABWE**

**FACULTY OF SCIENCE**

**COMPUTER SCIENCE DEPARTMENT**

**INDUSTRIAL ATTACHMENT LOGBOOK**

**PLACEMENT SUMMARY**

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| **STUDENT DETAILS** | | |
| **STUDENT’S NAME:** | Tatenda Fambirachimwe | |
| **REGISTRATION NUMBER:** | R175370X | |
| **DEGREE PROGRAMME:** | Computer Science | |
| **ADDRESS:** | 394B Seke Road Ruwa | |
| **TELEPHONE NUMBER:** | 078224073 | |
| **EMAIL ADDRESS:** | t.svaku@gmail.com | |
| **PLACEMENT DETAILS** | | |
| **NAME OF COMPANY/ESTABLISHMENT ATTACHED:**  Doves Holdings (Pvt)Ltd | | **TELEPHONE NUMBER:** |
| ***FULL POSTAL ADDRESS OF* COMPANY*:***  Felden House, 159 Harare Street, Harare  ***WEB SITE :*** [www.doves.co.zw](http://www.doves.co.zw) | | |
| ***CONTACT/INDUSTRIAL SUPERVISOR’S NAME:***  ***JOB TITLE:***  **TELEPHONE NO:**  ***EMAIL ADDRESS:*** | | |
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| **1) START DATE: 10/06/19 2) COMPLETION DATE:10/06/20** | | |

**RECORD OF WORK DONE**

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| **DAY/DATE** | **DESCRIPTION OF WORK DONE** |
| Week 1  Week ending  15/06/19 | Upon arrival at the company I went through an orientation program and I familiarized myself with the company surroundings and environment.  A meeting was then conducted with the Human Resources Department and issues discussed included dress code, company structure and background as well as vision and mission statement of the organization. They also highlighted on the general conduct of employees at Doves Life Assurance. |
| Week 2  Week ending  22/06/19 | I was introduced to the esipol system which is used by the company for their record keeping.  I was also introduced to backups in which we would download information from the easipol site the save it in the local company server and also general maintenance. |
| Week 3  Week ending  29/06/19 | We had a meeting with Steward bank pertaining the payment gateway that they want to add on the Doves website.  We visited the Chitungwiza branch on their network issue. |
| Week 4  Weekending  5/06/10 | We had a rundown of the company’s network architecture.  Fixed the Chitungwiza branch network problem  Introduction to pastel and backups |
| Week 5  Week ending  12/06.19 | Pastel backup  Introduced to the ESET server and the DNS server |
| Week 6  Week ending  19/06/19 | Mapping of a printer within a network onto a new machine  Worked on the main website and how it can be improved for customer satisfaction  Did training for the use of office products and setup of emails on outlook  Had a meeting with the transport department manager about a potential software program |
| Week 7  Week ending  26/06/19 | Pastel Backup  Ran a diagnostic with the team on malfunctioning computers, one from the HR department and one from the transport department |
| Week 8  Week ending  2/07/19 | Patel Backup  Had network issues for most of the day but the issue was resolved at ZOL  Worked on the prototype for the bureau de change application |
| Week 9  Week ending  9/07/19 | Had to deal with other employees trying to login into their emails to access their pay slips  Emailing service not working on user computers.  Email recovery |
| Week 10  Week ending  16/07/19 | Did an operating system replacement for the HR department computer  Pastel locking users out and in of the server  Had a brief tutorial on the Sophos control panel and how it represents data collected in different formats |
| Week 11  Week ending  23/08/19 | Office licensing, outlook problem on login, networking issue,  airtime top ups,  connection problems and client authentication problems |
| Week 12  Week ending  30/08/19 | Department meeting with SOPHOS pertaining licensing and what they offer  Easipol Backup |
| Week 13  Week ending  6/09/19 | Printer cartridge replacements  Day to day activities |
| Week 14  Week ending  13/09/19 | Research on a project to take part in that could assist the department and the organization (HR System)  Network connectivity issues |
| Week 15  Week ending  20/09/19 | Windows license activation and User domain password recovery  Easipol backup |
| Week 16  Week ending  27/09/19 | Design Of the Dashboard UI  Creating and configuring new emails for new employees  Easipol backup |
| Week 17  Week ending  4/10/19 | Did a network diagnostic because the there had been a break down  Had to setup a new user with a new account on the domain and a new email address |
| Week 18  Week ending  11/10/19 | Removing call center network  Experienced Microsoft Excel Crashes and blank excel sheets  Easipol Backup |
| Week 19  Week ending  18/10/19 | Easipol Backup  Printer cartridge replacement  Day to day activities |
| Week 20  Week ending  25/10/19 | Research on requirements of the IT Asset management system  Design and Implementation of the database Schema of the Asset management system |
| Week 21  Week ending  1/11/19 | Did an operating system replacement for the Call Centre computer  Pastel locking users in of the server  Day to day activities |
| Week 22  Week ending  8/11/19 | Resolving network connectivity issues with client services department  Repaired kwekwe Desktop but replacing the power supply |
| Week 23  Week ending  15/11/19 | Easipol backup  Configured call center 3CX soft phones  Day to day activities |
| Week 24  Week ending  22/11/19 | Printer challenges as well as solve them with the team  Windows license activation and User domain password recovery |
| Week 25  Week ending  29/11/19 | Network connectivity issues  Mapping of a printer within a network onto a new machine |
| Week 26  Week ending  6/12/19 | Created new Email Accounts for new employee joining the client service department  Printer cartridge replacements |
| Week 27  Week ending  13/12/19 | Weekly Easipol backup  Day to day activities  Network diagnosis on Bulawayo 6th avenue branch |
| Week 28  Week ending  20/12/19 |  |
| Week 29  Week ending  27/12/19 | Computer hardware replacement for Beitbrige Desktop  Operating system replacement for marketing computer |
| Week 30  Week ending  3/01/20 | Printer cartridge replacement  Network connectivity issues with Bulawayo branch |
| Week 31  Week ending  10/01/20 |  |
| Week 32  Week ending  17/01/20 | Windows product activation HR manage machine |
| Week 33  Week ending  24/01/20 |  |
| Week 34  Week ending  31/01/20 | Weekly Easipol backup  Creating new employee emails |
| Week 35  Week ending  7/02/20 |  |
| Week 36  Week ending  14/02/20 |  |
| Week 37  Week ending  21/02/20 | Weekly Easipol Backup  Day to day activities |
| Week 38  Week ending  28/02/20 |  |

Supervisor’s Comments …………………………………………………………………….....................................

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Trainee’s Signature: ……………………………………………………………………….… Date: …………….…….…

Industrial Supervisor’s Signature: …………………………………………………. …..Date………...……

Academic Supervisor’s Signature: ………………………....……………….………... Date: …….…….………...