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**INDUSTRIAL ATTACHMENT REPORT SUBMITTED**

**BY**

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**REG NUMBER: R175370X**

**TO**

**THE DEPARTMENT OF COMPUTER SCIENCE,**

**FACULTY OF SCIENCE**

**UNIVERSITY OF ZIMBABWE**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE COMPLETION OF THIRD YEAR OF HONOURS IN COMPUTER SCIENCE DEGREE PROGRAMME**

**AUGUST 2020**

**ABSTRACT**

This report is a product of my industrial attachment at Doves Life Assurance Private Limited a subsidiary of Doves Holdings. It is a partial fulfilment of the Bachelor of Science Honors Degree in Computer Science which I am pursuing at the University of Zimbabwe. The report contains information about the institution that I am attached to, a description of what I did during my attachment period in the following sections:

Network Administration

PC routine maintenance

Printer servicing and troubleshooting

Database Administration

System Administration

XG Firewall Administration

Software Development

Easipol Administration

The Attachment was worthwhile as the exposure and experience has enhanced my information Technology skills and Computer Science Theory skills in application to real life problems, this experience will go a milestone in improving me to be an IT professional.

## FOREWORD

The industrial attachment report has been written as per requested by the University of Zimbabwe. All Third-year students at the University of Zimbabwe (Bachelor of Science Honors degree in Computer Science) are required to undergo a “work related learning course HCT 380” better known as Industrial attachment. In line with that, the students are also required to compile a report which explains what the student has been doing and what they learnt during that period. This report therefore serves to furnish the activities I underwent during my attachment period at Doves Life Assurance Private Limited.

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## ACKNOWLEDGEMENTS

My enlightened gratitude goes Doves Life Assurance IT department for affording me an opportunity to work within their organization and the time they took to impart their expertise and knowledge to me. I personally want to extend my gratitude to my senior mentor Mr M Mayanga Doves Holdings IT manager, Mr N Mangoma the Database Administrator, Mr G Gweshe the System Administrator and and thanksgiving to all my lectures at University of Zimbabwe for the theory they gave me in preparation of the practical world

**Chapter 1**

**Introduction**

This chapter introduces Doves Holdings and its background. The Company’s vision, mission and values are explored. At the end of this chapter one should be able to match the company’s business operations with its vision, mission, values, its sense of social responsibility and what it hopes to achieve.

**Background of the company**

Doves Life Assurance was established in 1902 by David John Morgan, a wheelwright and blacksmith to repatriate world war 1 and world war 2 soldiers from Rhodesia. It became one of the first professional funeral services established in Zimbabwe (then Rhodesia). By the year 2001 it had established several branches nationwide, having a much greater market share and its position in the funeral industry was synthesized. In 2009 the first black directors where introduced and there was rebranding of the consortium. As the company grew Passion Funeral services, a subsidiary was introduced.