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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 Morgan Funeral services was established in 1902 by David John Morgan, a wheelwright and blacksmith. It was the first professional funeral services established in Zimbabwe (then Rhodesia. 110 years later, Doves Holdings now comprises four strategic business units (SBUs) specializing in the provision of dignified funeral services ad funeral services and funeral assurance products nationwide and globally. Apart from being the preferred funeral service provider for State funerals, Doves has risen to be the unparalleled leader in funeral services industry in Zimbabwe and the Sub-Saharan Region. Doves has managed to extend its services throughout the country. By end of 2012, Doves was taken over by a consortium of businessmen led by Farai Matsika and Phibeon Busangabanye and together they lead the best team in business and they aim for more centuries of caring.

**Doves Holdings Mission, Vision, Values and Strategic Pillars**

**Vision**

To be the unparalleled leader in the Funeral Services Industry in Zimbabwe and the Sub-Saharan African Region

**Mission**

To provide swift, professional and high-quality services in a manner that is dignified, supportive and comforting through excellence and sensitivity to the needs of our Stakeholders

**Core Values**

We are Swift and Efficient at all times

We are Polite at all times

We have Respect for all regions at all times in our book, the Customer is King / Queen at all times

We maintain Cleanliness at all times

We give Equal opportunities a for all at all times

We believe strongly in Gender equality at all times

We have Integrity at all times

We have love for our environment at all times

We Give back to our community at all times

**Strategic Business Units (SBU’s)**

Doves Holdings has the following subsidiaries, Life Assurance, Funeral Services, Silkwood Engineering, Norton Assembly Plant, Silkwood Manufacturing.

**Doves Life Assurance (Pvt) Ltd**

Doves Life Assurance is the pioneer in the Funeral Assurance Industry. It has a well balanced ad sound underwriting capacity with and asset base and investment portfolio that is not matched in Zimbabwe. D.L.A offer funeral policy products for civil servants, armed forces, companies, motorists. Churches, burial societies and as well as individuals.

**Doves Funeral Services (Pvt) Ltd**

Doves Funeral Services (Pvt) Ltd was established in 1902. It was the first professional funeral service establishment in Zimbabwe. It has emerged to become the dominant Funeral Services Company in the country, with a network of over 23 branches dotted around the country. Its headquarters is situated at Olwen Crocker House, 157 Harare street, Harare.

**Doves Funeral Services Operations**

* Removal of the deceased from place of death to the nearest Doves mortuary
* Body preparation
* Nationwide transportation of the deceased.

**Silkwood Manufacturing**

Strategically positions