**DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY**

**SCHOOL OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY**

**A REPORT ON STUDENT COMPULSORY SUPERVISED INDUSTRIAL ATTACHEMENT AT NAIVASHA SUB-COUNTY**

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# Acknowledgement

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I express my deep gratitude to the ICT department staff at large who despite their duties they agreed to lead my supervised training to be a success.

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Above all, I thank the Lord God almighty for the divine protection, guidance and the opportunity of a memorable and fruitful period at Naivasha sub-county.

# Executive summary

The purpose of industrial attachment creates the need for any discerning student to create a clear picture of what has been done in the form of a report. Field attachment is a field of practical training experience that prepares trainee for the tasks they are expected to perform on completion of their training. This report contains information which I gathered during my industrial training at Naivasha sub-county for a period of three months. As a student, my involvement in this attachment was to make sure that I acquire new knowledge and practical skills, improving my confidence in problem solving and to utilize the opportunity to relate with different category of people likely to be met in real life situations. This report gives all the activities I undertook at Naivasha Sub-county, the experience I gained, the practical skills acquired and the personal inputs to the organization. My report gives a brief introduction about Naivasha sub-county and the work/duties of different departments in the organization. The report also gives details of the duties/functions of my host department i.e. ICT department. The information am giving in this report reflects all the achievements I achieved according to my objectives set herein. This report shows the benefits, success, challenges encountered and how I was able to overcome the challenges. It also shows my recommendations and the conclusion of my training.

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# Chapter One: Introduction

## 1.1 History of the organization

Naivasha sub-county was initially operating as a municipal council which was headed by mayor. After the promulgation of the new constitution of Kenya -2010, all municipality of Kenya were devolved under new administration, that is county government. Naivasha sub-county being among the eleven subcounty of Nakuru county, was then put under sub-county administration managed by a sub-county administrator.

In addition, some of the function that was subjected to it were: administers and enforces state laws, collects taxes, assesses property, records public documents, issues licenses among others.

## 1.2 Main functions of the host organization

1. through appointed boards and officials, it provides parks, libraries, sewers, emergency management, public assistance, and hospitals.
2. through elected officials, it administers and enforces state laws, collects taxes, assesses property, records public documents, issues licenses etc.

## 1.3 Vision, mission and core values of the institution

Vision statement

A secure, cohesive and industrialized sub-county

Mission statement

To formulate citizen-oriented policies, promote sustainable socio-economic and technological development

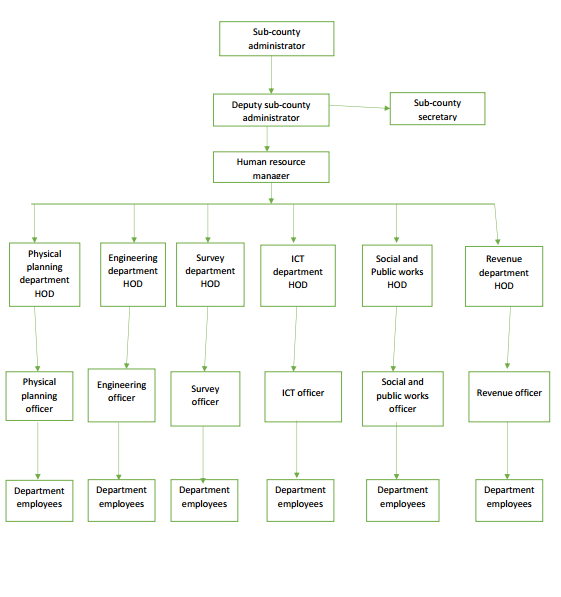
Core values

Naivasha sub-county is striving to create an organization that will foster:

1. Equitable socio-economic development countrywide.
2. Transparency and accountability.
3. To provide leadership and policy direction for effective and efficient management of the Fund
4. Professionalism and integrity.
5. Commitment and teamwork.
6. Neutrality and objectivity.
7. Timeliness and excellence.
8. Advocacy for citizen participation

## 1.4 Organizational structure

Naivasha sub-county is headed by sub-county administrator who is assisted by deputy sub-county administrator to perform his/her functions. Human resource managers is in-charge of the [workforce](https://en.wikipedia.org/wiki/Workforce) of an [organization](https://en.wikipedia.org/wiki/Organization), [business sector](https://en.wikipedia.org/wiki/Business_sector), or [economy](https://en.wikipedia.org/wiki/Economy). He/she oversees various aspects of [employment](https://en.wikipedia.org/wiki/Employment), such as compliance with [labor law](https://en.wikipedia.org/wiki/Labour_law) and employment standards, administration of [employee benefits](https://en.wikipedia.org/wiki/Employee_benefit), and some aspects of [recruitment](https://en.wikipedia.org/wiki/Recruitment) and [dismissal](https://en.wikipedia.org/wiki/Dismissal_(employment)). Other workforce includes: Head of Departments, departments officers and departmental assistance employees.



## 1.5 Duties and responsibilities of the key personnel

1. Sub-County administrator

The sub-county administrator is the sub-county's chief executive officer and reports to the county's elected governing board. Department heads, such as the manager of the water department or the chief of police, might report to the county administrator. The sub-county administrator briefs the board on pertinent issues and then makes sure the board's decisions are enacted.

Duties of sub-county administrator

1. He/she attend regular meetings of elected officials, and they meet with citizens and business leaders
2. He/she may hire and fire sub-county employees.
3. He/she might also develop plans to attract new developments to their sub-counties.
4. the development of policies and plans;
5. He/she oversees service delivery
6. He/she ensures developmental activities to empower the community are done
7. He/she presides over provision and maintenance of infrastructure and facilities of public services
8. He/she oversee the bidding process on building projects and purchases.
9. He/she may also nominate citizens for various governmental advisory boards.
10. He/she exercises any functions and powers delegated by the County Public Service Board.
11. He/she facilitates and coordinates citizen participation in the development of policies and plans and delivery of services.

Responsibilities of a sub-county administrator

1. The development of policies and plans
2. Service delivery
3. Developmental activities to empower the community
4. Exercise any functions and powers delegated by the County Public Service Board.
5. Facilitation and coordination of citizen participation in the development of policies and plans and delivery of services.
6. The provision and maintenance of infrastructure and facilities of public services
7. The county public service
8. Deputy sub-county administrator

He/she acts as the personal assistant for the sub county administrator. The constitution of Kenya has not clearly stated the duties that the he/she has to do.

Duties

1. He/she attend regular meetings of elected officials, and they meet with citizens and business leaders
2. He/she may hire and fire sub-county employees.
3. He/she might also develop plans to attract new developments to their sub-counties.
4. the development of policies and plans;
5. He/she oversees service delivery;
6. He/she ensures developmental activities to empower the community are done
7. He/she presides over provision and maintenance of infrastructure and facilities of public services
8. He/she oversee the bidding process on building projects and purchases.
9. He/she may also nominate citizens for various governmental advisory boards.
10. He/she exercises any functions and powers delegated by the County Public Service Board.
11. He/she facilitates and coordinates citizen participation in the development of policies and plans and delivery of services.

Responsibilities

He/she assists the sub-county administrator perform the following:

1. The development of policies and plans
2. Service delivery
3. Developmental activities to empower the community
4. Exercise any functions and powers delegated by the County Public Service Board.
5. Facilitation and coordination of citizen participation in the development of policies and plans and delivery of services.
6. The provision and maintenance of infrastructure and facilities of public services
7. The county public service
8. Human resource

**Human resource** is the person who make up the [workforce](https://en.wikipedia.org/wiki/Workforce) of an [organization](https://en.wikipedia.org/wiki/Organization), [business sector](https://en.wikipedia.org/wiki/Business_sector), or [economy](https://en.wikipedia.org/wiki/Economy). A human-resources department (HR department) of an organization performs [human resource management](https://en.wikipedia.org/wiki/Human_resource_management), overseeing various aspects of [employment](https://en.wikipedia.org/wiki/Employment), such as compliance with [labor law](https://en.wikipedia.org/wiki/Labour_law) and employment standards, administration of [employee benefits](https://en.wikipedia.org/wiki/Employee_benefit), and some aspects of [recruitment](https://en.wikipedia.org/wiki/Recruitment) and [dismissal](https://en.wikipedia.org/wiki/Dismissal_(employment)).

**Duties of Human resource**

1. Manage employee relations, unions and collective bargaining.
2. Supervise the work.
3. Prepare employee records and personal policies.
4. Ensure that human resources practices conform to various regulations.
5. Push the employees' [motivation](https://en.wikipedia.org/wiki/Motivation).
6. Mediate disputes internally.
7. Revenue officer
8. Account officer
9. Physical planning officer

The Planning Department works with citizens and community leaders to build a consensus on how the City should grow, both in the short and long term.

1. Surveyor
2. Engineer

## 1.6 The ICT department

ICT department operates under ministry of education, ICT and e-governance in the county level. In sub-county level, this department is headed by head of department (H.O.D). HOD is answerable to the ICT officer at a county level that is the person who operates in the department of ICT at county level. In addition, we have the ICT officer who is in-charge of the operations ICT operations within the sub-county.

# Chapter Two: Host Attachment Department

## 2.1 Key functions

1. Layout of Network Infrastructure
2. Communication & internet connectivity
3. Manage & Maintain Nauru Government IT equipment
4. Software and Hardware Support for IT systems

## 2.2 Section of Departments

## 2.3 Staff establishment of the department in terms of the number of employees and their duties and responsibilities

a) Head of Department

1. Duties
2. Preparing yearly department budget.
3. Supervising the day to day activities of the department.
4. Solving and improving disputes among the department students and anything that could hinder the department development.
5. Responsibilities
6. Oversee the [development](http://www.indeed.com/q-Development-jobs.html) and maintenance of the IT strategic plan
7. Coordinate priorities between the IT department and user departments
8. Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels
9. Approve and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance

b) ICT officer

1. Duties
2. Maintains inventory documentation at all times
3. Attends training courses to maintain his/her technical competency for the systems used in the business as deemed necessary by the HOD.
4. Keeps work environment clean and proper at all times
5. Ensures confidentiality in all matters related to his/her job
6. Supports the corporate office with all tier 2 help desk requests and account administration
7. New equipment configuration and repairing existing equipment
8. Equipment and desk setup for office moves and new associates
9. Logs, categorizes, prioritizes, assigns, escalates and troubleshoots all requests/activities into the ticketing system for tracking and visibility
10. Reports to head of department and works with other IT Officers to complete all tasks/queues
11. Assists in creating and updating IT policies, manuals and training videos
12. Follows escalation and communication policies related to County Help Desk and IT services
13. Responsibilities
14. Models the company’s culture, vision, mission and core values at all times.
15. Complies to the company policies.
16. Works within all pre-set budgetary limits.
17. Takes on other tasks in addition of the ones stated, in a reasonable framework.
18. Develops and updates policies and manuals, as related to the division/department, for implementation in the field, while ensuring compliance to the same for consistency across the group.
19. Actively participates in and leads recruitment and talent development for the division/department, to meet both current and future needs.

c) Department staffs

Duties

1. Troubleshooting and configurations of computers, tablets, and mobile devices to access various UTD supported resources.
2. Monitor communications between the user community, Help Desk staff, departmental staff, and academic technical support staff.
3. Recognize campus-wide technical issues/trends and notify the appropriate UTD staff.
4. Update information for Help Desk staff documentation and user documentation, conduct training sessions for Help Desk staff, and creation of work schedules.
5. Provide mentorship, training, and supervision of staff and 30+ student workers.
6. Attend meetings and represent Help Desk in Change Control as needed.
7. Perform other duties as required.

Responsibilities

## 2.4 Equipment used

1. Hardware
2. Desktops
3. Networking tools such routers, switch,
4. Server
5. Software
6. Revenue collection software - *admin.zizi.co.ke*
7. LAIFOMS- Local Authorities Integrated Financial Operations Management System

## 2.5 Student’s main objectives for the attachment period

1. To provide an opportunity for students to observe real-life practices and implementation of theoretical lessons and principles. Students will acquire practical skills and experience working on projects and alongside industry experts.
2. To ensure coursework and training programmes satisfy the expectations of the industry and ensure the programmes are relevant and up to date.
3. To provide the opportunity for the industry to identify potential employees from among the industrial trainees and to feedback comments on the programme. Students will benefit from coursework tailored to meet training expectations of the industry
4. To provide an opportunity for students to discover, learn about, and familiarize with industry of their discipline, and with organizations within the industry. Students will acquire interpersonal skills through meeting with professionals in their field of study.

## 2.5 Attach’s assigned routine duties and department’s participation forums

# Chapter three: Evaluation of the attachment period

## 3.1 Tools and technologies used

## 3.2 Knowledge/ Expertise gained

* 1. Ability to work under supervision and directions.
  2. Communication skills and contribution to company.
  3. Organizational skills and professional awareness.
  4. Efficiently completing tasks, fostering good relationship with seniors and subordinates.

## 3.3 Success/Failure of the attachment

1. Success
2. Failure
3. Challenges
4. Adopting to the working environment.  
   Due to the fact that I was new in the organization, it took some time to get used and cope with the working environment. I was not used to this culture and society this was a big challenge. Therefore, in the first days of attachment, I did not have much to do and had to be vigilant and sit and the day ends without having much to do this was a challenge because it made me so idle and bored for the first weeks in the organization. This was solved by the supervisor who provided a schedule of duties to the attached students.
5. Noise pollution at the office.  
   The organization being located in a noisy area along the road just next to Nairobi-Naivasha highway, was not suitable for the work which required a lot of concentration for. For example, when creating business permits.
6. Inadequate equipment  
   This was the biggest factor in the organization, inadequate equipment included, computers, chairs, enough room for the attached students.
7. Electricity disconnection

Due to the accumulated unpaid electricity bills, the Kenya Electricity and Lighting Company had to disconnect power. This paralyzed all the sub-county functions for a while.

1. Internet failure

Some of the times one had to use modems due to lack of internet. The Internet Provider facilities such as WiMAX failed once in a while.

Conclusion

The compulsory supervised industrial attachment of the university gives students the opportunity to apply knowledge in real work, exposing students to work methods not taught in the university and provide access to products equipment not available in the university as well as assessing students interest in the occupation he/she plans to undertake, the program should therefore be maintained.

Recommendations

There should be a laid down procedure for monitoring workers as well as some motivational packages for workers who establish themselves well.

Students coming for industrial attachment at Naivasha Sub-county should be taken through thorough orientation to help them have enough knowledge about what they are about to do

The attachment is very beneficial to students as it assists them to blend academic work with that of the industry therefore much importance must be given to attachment by students.

Due to delayed reporting of attaches to their respective areas of attachment, I propose that the management of the school should be posting students to various institutions to prevent time wastage.

Bibliography

Appendices

ICT – Information Communication Technology

HOD -Head of Department

HR -Human Resource