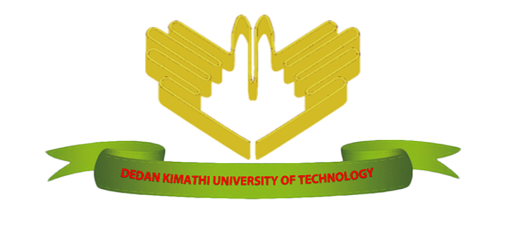
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**DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY**

**SCHOOL OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY**

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

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# Acknowledgement

This attachment was successful due to the cooperation and support of a number of people who have enabled me gain much more than what the industrial training could have given me.

I would like to extend my heartfelt gratitude to my family members especially my parents for their support both financially and advise wise.

Thanks to my fellow classmates and other friends for their invaluable support too.

I sincerely thank the Naivasha sub-county for their unwavering support and for giving me a chance to be part of their family. Worth mentioning is the invaluable support and guidance I constantly got throughout my training.

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.

Thanks to the administration and all the staffs of Naivasha sub-county for their unwavering support during my stay at the institute.

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

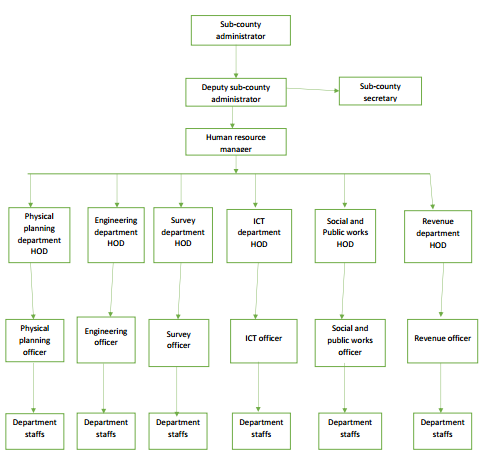
To formulate citizen-oriented policies, promote sustainable socio-economic and technological development

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.

## 1.4 Organizational structure.



## 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

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. 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 oversee the bidding process on building projects and purchases.
2. He/she may also nominate citizens for various governmental advisory boards.
3. He/she exercises any functions and powers delegated by the County Public Service Board.
4. 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. Exercise any functions and powers delegated by the County Public Service Board.
2. Facilitation and coordination of citizen participation in the development of policies and plans and delivery of services.
3. The provision and maintenance of infrastructure and facilities of public services
4. The county public service
5. Human resource

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) and mediate disputes internally.

## 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

1. Networking department- this department deals with all sorts of network issue, for example troubleshooting a network
2. Hardware and software department – this department deals with hardware and software issues.

## 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. Responsibilities
8. Models the company’s culture, vision, mission and core values at all times.
9. Complies to the company policies.
10. Works within all pre-set budgetary limits.
11. Takes on other tasks in addition of the ones stated, in a reasonable framework.

c) Department staffs

Duties

1. Update information for Help Desk staff documentation and user documentation, conduct training sessions for Help Desk staff, and creation of work schedules.
2. Attend meetings and represent Help Desk in Change Control as needed.
3. Perform other duties as required.

Responsibilities

1. Troubleshooting systems in the organization.
2. Reports to head of department and works with other IT Officers to complete all tasks/queues.
3. Keeps work environment clean and proper at all times
4. Ensures confidentiality in all matters related to his/her job
5. Attends training courses to maintain his/her technical competency for the systems used in the business as deemed necessary by the HOD.
6. New equipment configuration and repairing existing equipment

## 2.4 Equipment used

1. Hardware
2. Desktops and laptops
3. Networking facilities such routers, switch, patch panels etc.
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 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
3. 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

1. Attends training courses to maintain his/her technical competency for the systems used in the business as deemed necessary by the HOD.
2. New equipment configuration and repairing existing equipment
3. Troubleshooting system in the organization.
4. Reports to head of department and works with other IT Officers to complete all tasks/queues.
5. Keeps work environment clean and proper at all times
6. Ensures confidentiality in all matters related to his/her job

# Chapter three: Evaluation of the attachment period

## 3.1 Tools and technologies used

1. Tools
2. Desktops and laptops
3. Networking facilities such routers, switch, patch panels etc.
4. Server
5. Technology
6. Revenue collection software - *admin.zizi.co.ke*
7. LAIFOMS- Local Authorities Integrated Financial Operations Management System

## 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

My stay at Naivasha sub-county was a success both to me and to the organization. Reason been, first, I managed to gain a lot of skills that used to study theoretically in class. Secondly, I managed to introduce some software for example team viewer where I could manage to troubleshoot computers connected to the network without me been physically present. This even made the administration tend to let me stay in the organization even after completion of my attachment period.

1. Challenges
2. 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.
3. Inadequate equipment  
   This was the biggest factor in the organization, inadequate equipment included, computers, chairs, enough room for the attached students.
4. 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.

# Recommendations

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

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

1. Revenue collection - *admin.zizi.co.ke*
2. Nakuru county website - nakuru.go.ke

# Appendices

ICT – Information Communication Technology

HOD -Head of Department

HR -Human Resource