

Summer Internship at Agência Abreu

Nikhil Bhatt

(Activity report)

Abstract—This report will present and describe all the activities developed during the internship at Agência Abreu, for the discipline of Portefólio Pessoal A lectioned at Instituto Superior Técnico – Taguspark.

Index Terms—activity, Abreu, IST, IT.

The Abstract should summarize the content of the document

1 INTRODUCTION

ON the summer holidays of 2013 I completed an internship at Agência Abreu. From day 1 of August till the first week of September, day 6.

This was my 2nd summer internship, the 1st one was on the year before from the 22nd of July till the 31st of August on the same company.

I decided to participate in this internship to improve my knowledge and especially gain some working experience in a real company with moderate dimensions. It was a good way to test my capacities and techniques that I learned at Instituto Superior Técnico.

Both internships were remunerated.

2 CONTEXTUALIZE, THE BEGINNING

When the summer holidays of 2012 started I decided to candidate myself to an internship to gain experience and add some extra curricular value to my curriculum vitae.

I searched for a company that had a good **IT** department. As I was searching on-line, I found an opening at Agência de viagens Abreu (**IT** department) and I took it. After completing

the regular procedure: sending personal data and my Curriculum Vitae, they called me for a interview.

I liked the company and the internship, on my first time(summer 2012), that I decided to repeat the internship on the next year(summer 2013).

3 INTRODUCTION TO THE INTERNSHIP

After the internship request was accepted I was contacted by e-mail to go to an interview at their "2nd head office" at Carnaxide, Linda-a-Velha, one week before the internship begun.

During the interview with the Human Resources I got to know that I would be integrating the "Assistência Informatica" department. I met my supervisor, signed the internship protocol that featured the entering/exiting times, total working hours per week, the internship salary and the duration. At the end of the interview I was offered a tour of the company, that way I saw all of their departments, rooms and my work place.

4 THE INTERNSHIP

The department where I spent most of my time was divided in 3 sub-departments: "Fields", "Assistência", "Systems", plus there was the supervisor that assisted, controlled and coordinated the whole department. My supervisors had to manage, from this department, all the

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(1.0) Excelent (0.8) Very Good (0.6) Good (0.4) Fair (0.2) Weak	ACTIVITY					DOCUMENT						
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departments, stores, head offices, warehouses computer devices and equipment so that no other company member is left without work to do because a computer "issue". In other words, he managed all of the **IT!** related devices in the companies internal network.

4.1 Fields

I started my internship by integrating the field where I did more "field work" that is: fixing individual computers, verifying cables from back-end servers and switches, visiting stores all over the country to repair, substitute and configure computers and printers and installing (remotely) applications for specific departments that had 100 or more company workers.

First I started by observing and learning the working methodology and rules. For that my supervisor decided to join me to one of the team members. So I followed him on every activity that was assigned. At the end of each assignment we had to register in the ticket system the procedures that we took. Assignments:

- Check why one of the workers telephone was not working and solve it. We started to check if the cable correctly connected to the plug, then we check if the cable was not damaged, for that we needed a special device where we connected one end of the Ethernet cable to a signal emitter and the other end to a receiver, verifying that signal was transported without any kind of interference or deterioration. After that we went to the back-end switches that connect the whole departments network devices (computers and phones) to a router. We verified that the Ethernet cable corresponding to the phone was connected to a port pre configured for computer use. After connecting the cable to the correct port we rechecked with the user to see if everything was working. When we finished we detailed the taken procedures and registered them in the ticket system.
- Prepare laptops for new or promoted company workers. The company ordered brand new laptops for formatting, configuring and installing the applications that

the company and the new user required to fulfill all of his job needs. As an example: a computer for an accountant needed an application for accounting called **SITOC!** (**SITOC!**) but a computer for an Human Resources did not need it but, it required a special application to connect to all of the companies user databases.

As we had a delivery time we needed to prepare and schedule our day to day work so that we delivered the laptops configured and fully functional on time.

4.2 Assistance

Here I spent 2 days just observing what the team members did, learning to correctly use all of the tools as well as the tickets triage and all the general rules. After the learning process was completed my supervisor added me to the call center, I had to attend the calls from the customers and help them with their problem.

I tried my best to correspond to all of the calls but, on certain moments of the day there were times that we had the triple of calls that we could handle and, with pressure there were some accidents happening. My supervisor seeing that I was not comfortable under that position he suggested that I aided my colleague at triaging the tickets.

On the triage we had to schedule the tickets for the other department members: anything related to networking goes to the supervisor and the systems sub-department, cables, phones and computers goes to fields and everything that needed real-time assistance, that is needed to contact the client, was scheduled for the Assistance team members.

Some times when the company received external application updates that could not be deployed through the group policies, we had to install remotely on the clients computers. We called each client, ask them to politely step away from their computer (for 5 to 10 minutes) so that we could update the application. Sometimes we had to update the application for whole departments of 100-150 people.

4.3 Systems

This was the sub-department that I spent most time, and it was where I enjoyed most of the

work that I did.

My first assignment was to format a small Asus eeePC that worked as a monitor for the call center request. It basically showed the number of on-hold calls that were happening at the moment.

Together with my colleague we had to solve a problem that was: the eeePC would not install windows XP. After some investigation we discovered that we had install Windows XP using the SP2 installation disk because it included the missing SCSI driver that was not available on the original disk.

In networking, we had to modify the **MRTG!** (**MRTG!**), in this case Cacti to display the whole companies network. As the company is always expanding we needed to re organize the display layout so that all of the head offices and most of the abroad stores were actively represented on screen.

There was major problem that needed to be solved. The company decided to backup all of it's 1000 members email, so, they installed and deployed **SEV! (SEV!)** that automatically compressed the old emails found in the Exchange Server (Microsofts mail server application) but, there where some members that did not have that feature enabled or correctly applied. To solve it we went through all of Symantecs documentation to find out that for **SEV!** to work we need to have windows installer 6.1 but, while checking the problematic cases we noticed that most of the computers still had a previous version of windows installer. We reinstalled the windows installer, reinstalled SEV and checked if it was working correctly.

Due to of support for Windows XP operating system ending by Microsoft, the whole company had to migrate all of their Windows XP machines to Windows 7. Me and my colleagues had to investigate on how we could format and install Windows 7 without the need of inputing any type of configurations ex. Pc-name, domain, username, password, homegroup. We needed to assure that it was a "zero-touch" installation. For this we had to create a xml that filled all of the OOBE (out of box experience) forms, and include it in the image that was available in the image server.

5 CONCLUSION

The developed assignments, as member of the company, were very diverse and gratifying to accomplish.

I had the opportunity to work with great professionals in their field of work, help them, develop skills, participate, do teamwork and in certain way leave my mark at the company for all the quality work made.

This summer internship really changed my perspective on what kind of work is done in an IT department. It helped bridge the gap between the studding and the working.

ACKNOWLEDGMENTS

I would like to thank Paulo Pinto (supervisor) and all of the department members for all their help and support.


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In this type of document (technical), the conclusion should start with a summary of the subject addressed and then should highlight the results.

APPENDIX

INTERSHIP AGREEMENT

Page 1 of the internship agreement.



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PROTOCOLO DE ESTÁGIO

ENTRE:

Viagens Abreu, SA, pessoa colectiva n.º 500297177, com sede na Avenida dos Aliados nº 207, 4000-067 Porto, representada neste acto pela Cláudia Maria da Costa Monteiro, adiante designada por 1ª Outorgante,

E

Nikhil Bhatt, portador do cartão do cidadão n.º 13268091 válido até 26-02-2014, contribuinte fiscal nº 256418845, solteiro, residente na Praceta das Tílias, 134 B, R/c D, 2775-336 Parede, adiante designado como 2º outorgante.

É celebrado o presente protocolo de estágio que se regerá pelas cláusulas seguintes:

1º A 1ª outorgante aceita o 2º outorgante para um estágio sem prestação de trabalho subordinado (previsto no DL 242/88 de 7 de Julho) beneficiando assim de aquisição de conhecimentos teóricos.

2º O estágio desenvolver-se-á no DSI, Avenida 25 de Abril N.º 2, 2799-556 Linda-a-Velha, sob orientação do Coordenador Paulo Pinto.

3º O período de vigência do presente protocolo é de 22 de Julho de 2013 a 31 de Agosto 2013. O horário de estágio será de 37,5 horas semanais:

4º O 2º outorgante receberá um subsídio mensal no valor de € 400,00 (Quatrocentos Euros).

5º A 1ª outorgante obriga-se para com o 2º outorgante a proporcionar-lhe as condições materiais julgadas necessárias à realização do estágio;

PROCESSADO POR COMPUTADOR

VIAGENS ABREU, S.A. SOCIEDADE ANÓNIMA • CAPITAL SOCIAL € 7.500.000 • SEDE: AV. DOS ALIADOS, 207 • 4000-067 PORTO • ALVARÁ N.º 35/58 • OPERADOR • CONS. REG. COM. DO PORTO N.º 15809 • CONTRIBUINTE N.º 500 297 177

Page 2 of the internship agreement.

6º O 2º outorgante obriga-se para com a 1ª outorgante:

- a) Desempenhar com zelo e diligência as tarefas que lhe forem confiadas no âmbito do programa de estágio;
- b) Cumprir o regime de duração e suspensão do estágio em vigor na 1ª outorgante;
- c) Manter completo sigilo, durante e após o estágio, relativamente aos assuntos que lhe sejam confiados ou de que tenha conhecimento.
- d) Efectuar um Seguro de Acidentes Pessoais que cubra o período total de estágio.

7º O presente protocolo cessa por:

- a) Incumprimento pelo 2º outorgante das obrigações decorrentes do presente protocolo.
- b) Caducidade nos termos do prazo estipulado ou em caso de 2º outorgante faltar injustificadamente 5 dias consecutivos ou interpolados.
- c) Mútuo acordo entre as partes.

8º A caducidade por faltas será comunicada por escrito pela 1ª outorgante ao 2º outorgante.

9º A cessação do protocolo de estágio não confere a qualquer das partes direito a qualquer indemnização.

Feito em duplicado, a 22 de Julho de 2013, ficando um exemplar em poder de cada uma das partes.

A primeira outorgante

O segundo outorgante

SIGN HERE

SIGN HERE