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**National University of Science and Technology**

**Department of Computer Science**

**Students’ field attachment logbook**

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| Name | : Nigel N Makamure |
| Reg No | : N0173695v |
| Faculty | : Applied Science |
| Year | : Third Year |
| Company | : Steward Bank Zimbabwe |
| Department | : Networks and Infrastructure (I.C.T) |
| Period | : August 2019 – July 2020 |
| Supervisor | : Mr. James Chipisa |
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STEWARD BANK

101 UNION AVENUE

KWAME NKURUMAH

HARARE

LOGBOOK

This book is to assist the student to keep a record of the field activities. It will show the organization in which a student has worked on attachment and period of time spent in that organization.

WEEKLY REPORT

This is a summary of work done in a week and should cover all the activities and the level of accomplishment of each. Students are required to present the logbook periodically to the lecturer/supervisor for assessment of content and progress. The lecturer/supervisor can use any part for his comment where necessary.

ATTACHMENT PROGRAMME

The student must follow the set out attachment programme formulated by the department, which was given to the student at the beginning of the activity.

REPORT WRITING

In addition to the daily, weekly report the student should submit a summary report of the work done during the attachment duration and others as indicated in the field guide.

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**Definitions and acronyms used in the text**

HR Human Resources

PC Personal Computer

STW Steward Bank

IS Information Systems

IP Internet Protocol

EOS Entire Office System

CTO Chief Technology Officer

VLAN Virtual Local Area Network

VTP Vlan Trunkimg protocol

LAN Local Area Network

WAN Wide Area Network

DHCP Dynamic Host Configuration Protocol

NPM Network Performance Monitor

ZSS Zimbabwe Shared Services

NAT Network Address Translation

PBX Private Branch Exchange

MPLS Multiple Protocol Label Switching

SNMP Simple Network Management protocol

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| **DATE** | **DESCRIPTION OF WORK DONE** | **COMMENTS** |
| WEEK 1  ENDING  24/08/2019 | * Induction and Orientation. * The HR informed me about the company values, working conditions, code of conduct, policies and procedures of the organization and how they assist in the bank’s operations. * I was introduced to all the I.S staff including the heads of the department. * I familiarized with the sections within the I.S department, which are the Digital Systems and Applications, Infrastructure and Networks, Help desk and I.S Operations. | * The week was crucial since I had to adjust and make sure I understood everything I had learnt, because I would later apply it. * Induction training is important because it guides on expectations of the job and organization ethics and values. * The department’s welcome was overwhelming; this helped me in adjusting with company requirements. |
| WEEK 2  ENDING  31/08/2019 | * With the help of fellow interns, I configured business information system applications in rental laptops and desktops meant for different branches within the bank such as East gate branch and Avondale branch. * The newly configured laptops and desktops were then transported to their respective destinations and we had to set up the desktops. | * At first, the process of configuration was a bit challenging since I was still adapting to steps that had to be followed. * The process involved adding both laptops and desktops to the Steward bank domain, setting proxy settings and installing VPN among others. * For machines or equipment moving outside the premises there is need to complete an asset movement form. This is to avoid unauthorized movement of hardware and these were implemented as a security measure. This works by keeping record of the hardware serial number, equipment type and the carrier details. |

**AUGUST**

**Date: 02/09/2019**

**Supervisor’ Comments: Mr. J Chipisa ……………………………………………………………………………………………………………………………………………………………………….……………………………………………………………………………………………………………………………………………Supervisor’s signature …………………………………**

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**SEPTEMBER**

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| **Date** | **DESCRIPTION OF WORK DONE** | **COMMENTS** |
| WEEK 1  ENDING  07/09/2019 | * My supervisor introduced me to field work as we visited users or employees working places to attend to their computer related faults or queries like LAN printer connections, imminent machine failures and machine collections. | * This was very interesting, as we had to interact with the employees and getting error information first hand. * At times, it was intimidating as well, considering I did not want to make a fool of myself in front of work colleagues so I had to manage the faults. * This exercise helped me manage faults I did not know at the particular point in time as I worked with my supervisor to fix the issues at hand |
| WEEK 2  ENDING  14/09/2019 | * Computer failures are inevitable therefore; we had to attend to failed machines. This includes crushed hard drives, non-functional keyboards, malfunctioning mice, blinking monitors. * I began to make the weekly report for networks, which included network availability, network utilization and network average. | * I started solely implementing what I had learnt on some of our field trips. * Resolving the faults was challenging as I constantly requested for assistance from my supervisor until I knew most of the procedures. * As much as I wanted to memories the steps, I later realized that some of the faults really needed me to think a little further other than referring back to my superiors. * I also learnt how to install Eset antivirus on machines and how to point to our server so that the machines can automatically update |

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| WEEK 3  ENDING  21/09/2019 |  |  |
| WEEK 4  ENDING  28/09/2019 |  |  |

**Date: 30/09/2019**

**Supervisor’ Comments: Mr. J Chipisa ……………………………………………………………………………………………………………………………………………………………………….……………………………………………………………………………………………………………………………………………Supervisor’s signature …………………………………**