** MULTIMEDIA UNIVERSITY OF KENYA**

P.O BOX 30305 –00050, NAIROBI, KENYA, MAGADI ROAD,

Tel. +254 20 891 201/2, Fax: +254 20 891 949



**FACULTY OF COMPUTING AND INFORMATION TECHNOLOGY**

DEPRARTMENT OF COMPUTER SCIENCE

**COURSE:** BACHELOR OF SCIENCE IN COMPUTER SCIENCE

**Report on**

**Industrial Attachment**

**At**

**KENYA WILDLIFE SERVICE (KWS)**

**(IT DEPARTMENT)**

Prepared by: **OCHIENG DAVIS**

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# **ACKNOWLEDGEMENTS**

I would like to express my sincere appreciation to the Kenya Wildlife Service Board for accepting my application as an attaché and giving me the precious opportunity to gain experience in there IT department.

I wish to give special thanks to the Senior Superintendent, telecommunication division KWS Mr. Samuel Gichuki, who played a key role in facilitating my learning experience in in the company. I also Acknowledge my supervisor, Mr. John Korir, for playing a major role in advancing my practical skills and preparing me for the professional world.

I also acknowledge all the KWS staff members that created a serene environment for me to work.

# **2.0 INTRODUCTION**

## **2.1 Vision**

* To be the most respected organization in our field of operation and in the region.
* To excel in our field of expertise and be recognized as a transformational market leader contributing to the welfare of the African Continent.
* To be a highly sustainable pro-people, pro-environment and a pro-community entity.

## **2.2 Mission**

to provide high quality and affordable pharmaceutical products that meet Africa’s growing requirements. We provide a better quality of life for all.

## **2.3 Values**

* Quality
* Innovation
* Integrity
* Dependability

## **2.4 Commitment**

We aspire to give leading-edge scientific products that hold the potential for significant improvements to the practice of health care.

We value diversity of our products, technologies, markets and people. We believe that diverse perspectives combined with shared goals inspire new ideas and better ways of addressing changing health needs.

We strive to earn the trust of those we serve by committing to the highest standards of quality, excellence in personal relationships, and behavior characterized by honesty, discipline, fairness and integrity.

## **2.5 Strengths**

* Human Capital
* Operational Excellence
* Proven Regulatory Expertise
* Global Marketing Network
* Customer Centric Approach

## **2.6 The Organization’s Address**

Kenya Wildlife Service

P.O. Box 40241-00100

Nairobi

Located at Langata Road opposite Langa’ta Cemetery

Tel: +254 -735663421, +254-726610508/9

Email: kws@kws.go.ke

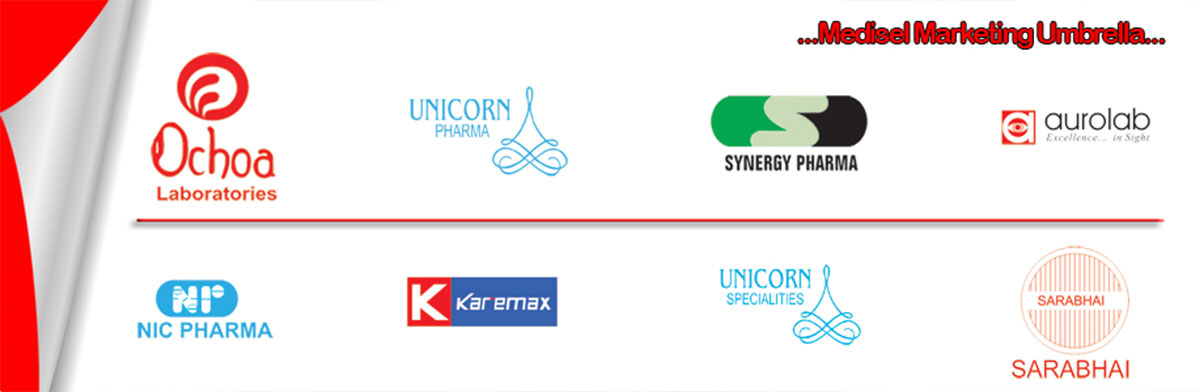
Website: www.kws.go.ke

# **3.0 BACKGROUND**

The Parent and flagship company of the Dawa Group is Medisel Kenya Ltd, which over the last 20 years has become one of the top five pharma companies in Kenya with a turnover of nearly 2 Billion Kenyan Shillings. It continues to grow by leaps and bound now exporting to over half a dozen countries in East and central Africa. The company, recently has moved into its New headquarters in a prime location in Thika next to Mount Kenya University. The New premises also houses the ultra-modern veterinary plan with warehouses. The company has over 200 employees with a strong and experienced sales and marketing force that keep the company ahead of its competition on many levels. Medisel has a strong and reputed name in the medical fraternity across East and central Africa supplying quality drugs and allied hospital disposables and equipment.

## **3.1 Multifactorial Partnerships**

The company has over a dozen brand associates and supplies more than 160 different category of product with another 50 awaiting registration with the authorities. It represents the most credible and well known international companies and their brands in the region having more than 30 percent of the market share.



## **3.2 Branding Divisions**

The company has over four international brands partners Each of these brands have a plethora of quality pharma products that help in giving the region access to competitively priced drugs from Unicorn Pharma, NIC Pharma, Unicorn specialties, synergy Pharma. Each one of these brands are internationally acknowledged with maximum reach to for their attention to quality and R & D efforts.

## **3.3DAWA Limited**

Dawa ltd is one of Kenya’s oldest pharma manufacturing companies founded in 1972. It was acquired by Medisel Kenya in 2004 and is now one of the largest pharma producing firm in the region with its footprints in over 10 African Countries. Its manufacturers a number of some of the well-known pharma brands. Dawa also manufacturers of veterinary products.

Dawa Limited has over 400 employees and a state of the art manufacturing facility in Nairobi. It has been a consistently good performer with sales turnover increasing over the years. Between 2009 and 2015 the growth rate is touching 275%. By industry and global standards this is above average growth and shows the resilience and emphatic footprint of the company in the region.

## **3.4 Products**

The company is acknowledged as a market leader in a number of generic and branded pharma products including antibiotics, analgesics, anthihistamines, antimalarials, anti-asthmatics, antiseptics, multivitamins, anthelmintics, steroids, expectorants, antiacids, antihypertensives in general medicine segments and hormones in gynaecology segment.

## **3.5 Forest Road Development Limited (FRDL)**

FRDL is a premium real estate company dedicated to the development of high level properties in varied segments including: Residential commercial and otherwise. Among its successfully completed projects include; Casaunia heights and Temple view Apartments on Forest Roads.

One of FRDL’S successful projects has been Ananas Mall in Thika. It currently boasts of tuskys as its anchor tenant. The mall sees over 20,000 walk-ins every week and is one of the most important landmarks in the region. Another ambitious project in the offing is the Albizzia Downs estates –a controlled mixed development project-spread over 600 acres in Thika. The estate will feature Residential. Commercial, Educational, Campus and recreational parks.

## **3.6 Kel Chemicals Limited**

KEL chemicals founded in 1977, is the oldest and largest in East and Central Africa for manufacturing Single Superphosphate fertilizer and sulphuric acid. The company also manufactures Aluminum sulphate. Kel focuses on growth through product diversification and increased market penetration.

Fully committed to an environment friendly policy, the company has been awarded the diamond Mark of Quality by Kenya Bureau of Standards. The management is committed to providing affordable and quality products to the trade.

## **3.7 Milestones**

2015

(Dawa Group)

Medisel- Started VET Plant and Moving to new offices

FRDL-Launch of Albizzia project

Dawa-Acquired KEL Chemicals

2014

Completion of Ananas mall

2012

Completion of Causian Heights

2010

Relocation of Marketing Office to new location

2009

Formation of Forest Road Development Ltd and and its first project- Temple View Apartments

2004

Medisel Acquired Dawa Limited Leading to the birth of Dawa Group

2001

Started Branded division with focus on Branded products

1999

Established Surgical Division

Started Pharmaceutical division with focus on Generic products.

## **3.8 ICT Unit**

The unit handles IT related problems reported by the organization’s staff. The ICT officer oversees all operations in the Organization. Most of the problems reported are both hardware and software related.

Reporting is done mainly through telephone which is then recorded in the event log book. The first level diagnostics for any reported problem involves further checks on the computer or peripherals. On understanding the problem, the ICT officer proceeds to solve the problem.

For problems that cannot be solved immediately, the unit requests for outsourced services through placing a requisition to the Chief Executive Officer.

The IT unit does not only support the Thika offices but the regional offices too in; Nairobi, and Mombasa.

# **4.0 ORGANIZATIONAL CHART**

Directors

CEO

General manager

Veterinary department

Imports department

Financial department

Sales department

Warehouse department

Transport department

Accounts

exports

ICT department

Local sales

# **5.0 METHODOLOGY**

The company’s working days are Monday to Friday and two Saturdays in a month the first and last Saturday of the month. The working hours are from 8 am to 5:30 pm, from Monday through Friday. On Saturday from 8am to 1pm.

The company uses an Enterprise Resource Planning system which has automated most of the work and made it easier for the users. The system is web based hence accessed using the browser by the employees at the main branch and also the others in Nairobi and Mombasa. The system is installed in the servers which are located at Thika. The system is also put online so that the sales team can access important and critical information even when they are in their field trips.

The company gets its internet from access Kenya using the link 10.10.1.30 and JTL but in the rare occasions when all the links are down they use modems to connect the internet.

Since the company imports manufactures and distributes various pharmaceutical products there are various process to follow. The imported products are rebranded and distributed to the various clients as per orders. The veterinary products that are manufactured there are made using complex machines located there at site. Once the goods are done they are stored at the warehouse where they await transportation. The warehouse also stores the goods that are received as raw materials for the whole process.

The ICT department provides mostly user support, managing the ERP, networking the users’ computers and managing the website. We also did backup and maintenance of the IT related gadgets like printers, scanners, keyboards, mouse, UPS, monitors, CPUs, digital phones and the DNS servers. I as an intern there I mostly provided user support and assisted as required by various users in the company learning lots in the process.

It is also the task of the IT department to create new items, suppliers and customers in the ERP system so that they can be accessed by other users like the sales team.

**6.0 SKILLS LEARNT**

1. Installation of software’s for example Microsoft office suites.
2. Configuration of IP telephones
3. Managing and updating the ICT inventory
4. Performing daily user support
5. Use of various workshop test gears to measure essential radio parameters like voltage, Tx power, circuit current etc.
6. Installing and troubleshooting of printers and photocopier
7. Technical approach in repairs and maintenance of HF and VHF communication radios and their accessories.
8. Radio programming and installation
9. Activating windows operating system and Microsoft suites
10. Installation and maintenance of telephone networks e.g. PABX programming and installation.
11. Crimping cables
12. Portable radio batteries optimization
13. Creating new customers in the ERP system
14. Maintenance of solar panels, batteries and charge controllers
15. Adding printers to the network.
16. Setting up the projector and screen for meetings and presentations.

# **7.0 RECOMENDATIONS**

* The company should reduce the time taken to make decisions so that critical decisions can be made fast.
* The company should offer the interns some allowances.
* The company should invest more on the latest technologies and replace the outdated computers like those running on windows xp.
* The school should make the internship be for also first years so that they can get the experience quite early and become more competent in the market
* Some units like networking should also have practical sessions where the students get to learn the various networking tools and how to use them well.
* The school should partner with companies and other organizations in the market so that the students don’t have a hard time getting internship positions.
* The school should continue with offering accommodation to students working at Nairobi and other close places so that it can be economical for the students.

# **8.0 CONCLUSION**

My experience at Medisel was a positive one, putting theory into practice. I would say, it’s a great place for exposure mostly because of the huge size of the organization. The organization gave me a great opportunity and excellent exposure into a dynamic, challenging and eye- opening working environment in the corporate sector.

I appreciate so much and hope you will consider me in future as one who can add value to the operations of the organization by being one of your employees.

## SUPERVISOR

Signature…………………………………………………..

Date……………………………………………………………