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SCHOOL OF COMPUTING AND INFORMATICS
DEPARTMENT OF INFORMATION TECHNOLOGY
BSC. INFORMATION TECHNOLOGY
CIT/00072/021 - PATEL MAUA HADAISA
INDUSTRIAL ATTACHMENT REPORT
COUNTY GOVERNMENT OF TANA RIVER
PERIOD: 20TH MAY – 9TH AUGUST

DATE OF SUBMISSION:

DECLARATION

I, Patel Maua Hadaisa, declare that this Industrial Attachment report is my original work and has not been presented for a degree or any other academic award in any university or institution. I have acknowledged all sources of information used in this report.

Reg. No **Signature** **Date**

Field Supervisor

Name **Signature** **Date**

Assessor

I certify that the industrial report has been presented for examination with my approval as the Maseno University appointed assessor.

Name **Signature** **Date**

DEDICATION

I dedicate this Industrial Attachment report to my family and friends for their unwavering support and encouragement throughout my academic journey. I also dedicate this work to my supervisors and colleagues at the County Government of Tana River, whose guidance and collaboration have been invaluable during my attachment period.

ACKNOWLEDGEMENT

I would like to express my heartfelt gratitude to everyone who has supported and guided me during my industrial attachment at the County Government of Tana River.

First and foremost, I am deeply thankful to my supervisor, Henry, Assistant Administrator of the Hola County Referral Hospital, for his invaluable guidance, patience, and support throughout my attachment period. His insights and expertise have greatly enhanced my learning experience.

I also wish to extend my sincere thanks to the County ICT Director for giving me the opportunity to undertake my attachment at the County Referral Hospital. The experience has been instrumental in applying theoretical knowledge to practical scenarios.

Additionally, I would like to acknowledge the staff at the Referral Hospital, especially those in the Maternity Wing, for their cooperation and assistance. Their willingness to share knowledge and offer help has been truly appreciated.

Thank you all for making this attachment a rewarding and educational experience.

EXECUTIVE SUMMARY

The Industrial Attachment report provides a comprehensive account of my 12-week attachment at the Hola County Referral Hospital under the County Government of Tana River. As an ICT attaché, I was tasked with a variety of responsibilities that allowed me to apply and expand my knowledge in Information Technology. My primary duties included verifying, scanning, entering, scanning, and uploading patient information to the NHIF system, as well as providing technical support to hospital staff. Throughout the attachment, I engaged in activities such as conducting network and system maintenance, performing system backups. I also had the opportunity to conduct workshops and create user manuals, which enhanced my communication and training skills. This report outlines the daily activities, challenges faced, and lessons learned during my attachment period, providing detailed insights into the practical application of ICT skills in a healthcare environment. The experience not only improved my technical proficiency but also developed my problem-solving abilities and interpersonal skills, preparing me for future roles in the field of Information Technology.

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ABBREVIATIONS

1. NHIF - National Health Insurance Fund
2. ICT - Information and Communication Technology

CHAPTER 1: INTRODUCTION

1.1 Overview of the Industrial Attachment exercise

The Industrial Attachment exercise serves as a crucial component of my academic program, designed to provide practical experience and enhance my understanding of Information Technology in a real-world setting. This attachment took place at the Hola County Referral Hospital under the County Government of Tana River, where I was assigned as an ICT Support attaché. The attachment aimed to bridge the gap between theoretical knowledge and practical application, allowing me to develop hands-on skills and gain valuable insights into the operations of a healthcare institution's ICT department. During the 12-week period, I was involved in various activities, including data entry, system maintenance, technical support, and staff training, all of which contributed to my professional growth and preparedness for a future career in ICT.

1.2 History of the Organization

The County Government of Tana River was established following the promulgations of the new constitutions of Kenya in 2010, which created devolved units of governance. The primary aim was to bring services closer to the people and promote local development. Since its establishment, the County Government has been instrumental in various development projects and service delivery across different sectors, including health, education, infrastructure and agriculture.

1.3 About the Organization

What they do

The County Government of Tana River is responsible for providing essential services to the residents of Tana River County. Key functions include:

- Healthcare services
- Education and vocational training
- Infrastructure development
- Agriculture and livestock support
- Social services and community development

Branch Network

The County Government of Tana River operates through a network of sub-counties and wards, each managed by local administrators. This decentralized approach ensures effective service delivery and addresses the unique needs of different areas within the county. Key branches and administrative units include:

- Sub-counties: Managed by Member of Parliaments (MPs) who oversee local governance and service delivery.
- Wards: The smallest administrative units, each represented by an elected Member of the County Assembly (MCA).

Performance

As a government entity, the performance of the County Government of Tana River is measured by its service delivery efficiency, development projects, and budget utilization. Financial metrics such as profits, losses, and share values are not applicable since it is not a profit-driven organization. The county's performance is reflected in the successful implementation of public projects, improved healthcare and education services, and enhanced infrastructure development.

1.4 The Organization at a Glance

Vision

To have a community that is capable of determining her own destiny.

Mission

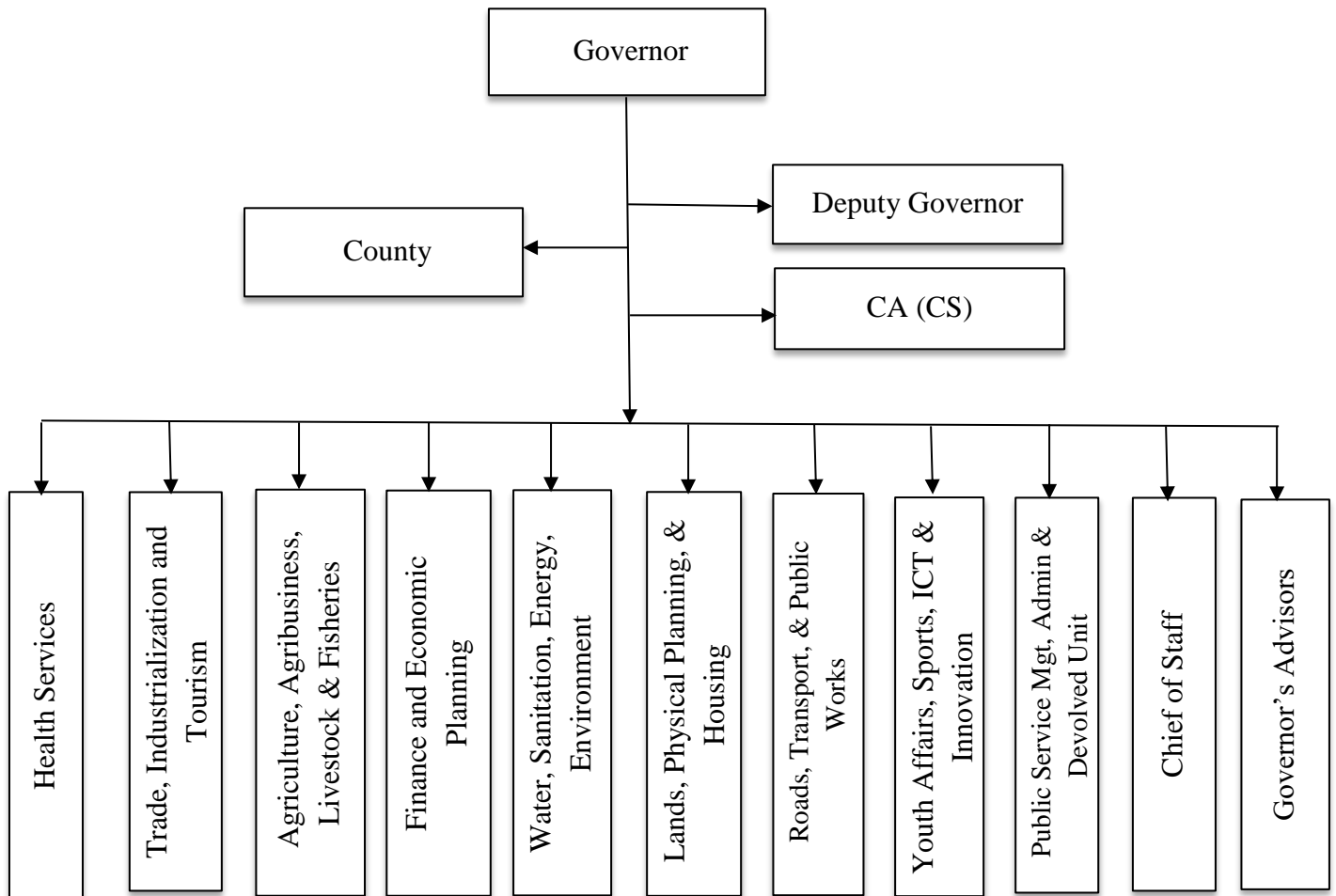
To provide visionary political leadership that will facilitate the desired social, political and economic positive change and development.

Core Values

- Integrity
- Equity
- Professionalism
- Respect
- Team work
- Innovation

Organizational Structure

Here is a diagram showing the overall structure of the County Government of Tana River.



1.5 Duties and Responsibilities of Key Personnel in the County Government of Tana River

Governor

Duties and Responsibilities

- Provides overall leadership and policy direction for the county.
- Oversees the implementation of county legislation and ensures compliance with national laws.
- Represents the county in national forums.
- Coordinates the functions of the County Executive Committee to ensure efficient service delivery.
- Ensures the county's development agenda is aligned with the resident's needs and priorities.

County Executive Committee Members

Duties and Responsibilities

- Head various county departments and are responsible for policy implementation.
- Develop and implement strategic plans and programs for their respective departments.
- Manage the resources allocated to their departments and ensure efficient use.
- Coordinate and oversee the activities of the departments to ensure effective service delivery.
- Report to the Governor on the performance of their departments.

Chief Officers

Duties and Responsibilities

- Assist the County Executive Committee Members in managing departmental operations.
- Implement policies and programs within their departments.
- Supervise and coordinate the activities of departmental staff.
- Ensure the preparation and implementation of departmental budgets.
- Monitor and evaluate the performance of departmental projects and programs.

County Secretary

Duties and Responsibilities

- Oversees the administrative functions of the county government.
- Coordinates the activities of the county departments and ensures collaboration.
- Acts as the head of the county public service.
- Ensures the effective implementation of county policies and programs.
- Provides guidance on administrative and operational issues to county departments.

Department Heads

Duties and Responsibilities

- Manage specific sectors within departments, ensuring effective execution of projects and services.
- Develop and implement departmental work plans and budgets.
- Supervise and provide guidance to departmental staff.
- Ensure compliance with county and national regulations within their sectors.
- Monitor and report on the progress of departmental projects and initiatives.

1.6. Contacts

County Government of Tana River,

P.O. Box 29-70101 G.P.O. Hola

Email: info@tanariver.go.ke

Website: www.tanariver.go.ke

CHAPTER 2: HOST ATTACHMENT DEPARTMENT

2.1 Key Activities of the ICT Department of the Hola County Referral Hospital

When I applied for my industrial attachment at the County Government of Tana River, I was directed to the ICT Department. Subsequently, the ICT Director assigned me to the County Referral Hospital as an ICT Support attaché. It is important to note that the County Referral Hospital does not have a dedicated ICT Department of its own. Instead, it relies on support from the ICT Department of the County Government.

At the County Referral Hospital, I was assigned to Henry Oigara, the Hospital Assistant Administrator. My role involved working under him, and in addition to the duties detailed in my logbook, I also accompanied him to address ICT-related issues in other departments whenever required. Below are the key functions and activities of the ICT support role at the County Referral Hospital:

1. Technical Support and Troubleshooting:

- Providing on-site technical support to hospital staff for resolving hardware and software issues.
- Troubleshooting network connectivity problems to ensure uninterrupted access to hospital systems and the internet.
- Addressing printer and peripheral device issues to maintain seamless hospital operations.

2. Data Management:

- Verifying, entering, and updating patient information in the NHIF system to ensure accurate hospital billing.
- Scanning and uploading important documents such as discharge summaries, birth notifications, and National Identity card details.

3. System maintenance:

- Performing routine maintenance on desktop computers and printers to prevent technical malfunctions.
- Conducting software updates and installing necessary patches to keep systems secure and up-to-date.

4. Hardware Management:

- Checking and optimizing the performance of hardware components such as RAM.

- Upgrading hardware components when necessary to enhance system performance and reliability.

5. User Account Management:

- Assisting in setting up new user accounts and configuring access permissions to ensure proper user management and security.

6. Training and User Support:

- Providing basic IT training to new staff members to help them effectively use the hospital's ICT systems and software.

2.2 Staff Establishment of the ICT Department

The ICT Department of the County Government of Tana River is responsible for providing technical support to various departments within the county, including the County Referral Hospital. Although the County Referral Hospital does not have a dedicated ICT department, the ICT team from the county government offers the necessary support. Below is an overview of the staff establishment and their respective duties and responsibilities within the ICT Department:

ICT Department Staff

ICT Director

- Number of Employees: 1
- Responsibilities:
 - I. Overseeing the overall ICT strategy and operations for the county.
 - II. Ensuring the alignment of ICT projects with the county's objectives.
 - III. Managing and supervising the ICT staff.
 - IV. Coordinating and enforcing ICT policies and procedures.

Network Administrator

- Number of Employees: 2
- Responsibilities:
 - I. Managing the county's network infrastructure, including routers, switches, and firewalls.
 - II. Monitoring network performance and troubleshooting connectivity issues.

- III. Implementing network security measures to protect against unauthorized access and cyber threats.
- IV. Ensuring reliable and secure communication across all county departments.

System Administrator

- Number of Employees: 1
- Responsibilities:
 - I. Managing servers and ensuring their optimal performance.
 - II. Performing regular system maintenance and updates.
 - III. Implementing data backup and disaster recovery plans.
 - IV. Providing support for server-related issues and ensuring high availability.

Technical Support Specialists

- Number of Employees: 3
- Responsibilities:
 - I. Providing first-line technical support to county employees.
 - II. Troubleshooting hardware and software issues.
 - III. Installing and configuring computer systems and peripherals.
 - IV. Conducting routine maintenance and updates on ICT equipment.
 - V. Training staff on the use of ICT systems and software.

Database Administrator

- Number of Employees: 1
- Responsibilities:
 - I. Managing and maintaining the county's databases.
 - II. Ensuring data integrity and security.
 - III. Performing database backups and recovery.
 - IV. Optimizing database performance and managing access controls.

ICT Support Attaches (Interns/Attaches)

- Number of Employees: Varies (typically 2 to 4 during attachment periods)
- Responsibilities:
 - I. Assisting with data entry and management tasks.
 - II. Supporting technical support specialists with troubleshooting tasks.

- III. Learning and participating in various ICT projects and initiatives.
- IV. Gaining hands-on experience in network and system administration.

Specific Assignment at the County Referral Hospital

At the County Referral Hospital, I was specifically assigned to work under Henry Oigara, Assistant Administrator, who heads the Linda Mama Department. While working under him, my duties extended beyond my primary responsibilities due to the hospital's reliance on the county's ICT Department. Below is an outline of my supervisor's and my roles:

Henry Oigara – Assistant Administrator

Responsibilities:

- I. Managing operations within the Linda Mama Maternity Wing.
- II. Verifying, entering, scanning, and uploading patient information to the NHIF system for hospital billing.
- III. Addressing ICT-related issues in the maternity wing and other departments as needed.
- IV. Coordinating with the county's ICT Department for technical support and maintenance.

ICT Support Attaché (My Role)

Responsibilities:

- I. Assisting in troubleshooting and resolving hardware and software issues.
- II. Performing routine maintenance on computers and printers.
- III. Verifying and entering patient information into the NHIF system.
- IV. Assisting in setting up new user accounts and configuring access permissions.
- V. Accompanying my supervisor to address ICT-related issues in various hospital departments.
- VI. Learning and applying data security practices.

2.3 Main objectives for the attachment exercise

During my industrial attachment at the County Government of Tana River, specifically within the County Referral Hospital, I set key objectives to maximize my learning experience and professional growth. These objectives guided my activities and efforts throughout the attachment period:

1. To acquire hands-on experience in the field of ICT support within a healthcare environment, thereby bridging the gap between theoretical knowledge and practical application.
2. To enhance technical skills in areas such as hardware maintenance, software troubleshooting, network administration, and data management through real-world problem-solving.
3. To understand the integration of ICT systems in organizational operations, particularly in managing data and supporting various processes.
4. To develop effective problem-solving abilities by addressing various ICT challenges encountered in a dynamic setting.
5. To learn and apply data security practices to ensure the protection and confidentiality of sensitive information.
6. To gain insights into the ICT infrastructure of an organization, including the management of hardware, software, and network resources.
7. To improve communication and teamwork skills by collaborating with professionals and ICT staff to resolve technical issues.
8. To observe and participate in the implementation of ICT projects and initiatives within the organization, contributing to overall operational efficiency.
9. To prepare for a professional career in ICT and cybersecurity by gaining practical experience and understanding industry best practices.
10. To fulfil the academic requirements of the industrial attachment program and complete the attachment logbook and report for evaluation.

2.4 Assigned Duties and Department's participation forums

Assigned Routine Duties:

During my industrial attachment, I was assigned various duties. Some of the key routine duties I performed include:

1. Technical Support and Troubleshooting:

- Assisting in the diagnosis and resolution of hardware and software issues faced by the hospital staff.
- Providing on-site support for network connectivity problems and ensuring reliable access to necessary systems.

2. System maintenance:

- Conducting regular maintenance checks on desktop computers and peripheral devices to prevent technical issues.
- Performing software updates and installing necessary patches to keep systems secure and functional.

3. Data Management:

- Verifying and entering patient information accurately into the NHIF system.
- Scanning and uploading critical documents, such as discharge summaries and birth notifications.

4. Hardware Management:

- Monitoring and optimizing the performance of hardware components, including conducting RAM performance checks.
- Upgrading hardware components, such as installing additional RAM, to enhance system performance.

5. User Account Management: Assisting in the setup of new user accounts and configuring access permissions to ensure secure and proper user management.

6. Data Backup and Security:

- Implementing and monitoring data backup procedures to ensure data recovery in case of system failures.
- Applying data security measures to protect sensitive patient information from unauthorized access.

7. General Support:

- Accompanying the supervisor to various ICT-related issues and learn from real-time problem-solving.
- Supporting the hospital staff with any ICT-related queries and providing necessary training.

Department's participation forums

In addition to my daily routine tasks, I actively participated in various departmental forums, activities, and workshops. These forums provided me with opportunities to learn from experienced professionals, contribute to discussions, and gain a deeper understanding of the department. Some of these forums and activities include:

1. Departmental meetings:

- Regular participation in departmental meetings to discuss ongoing projects, challenges, and updates within the ICT Support Team.
- Contributing ideas and feedback during these meetings to improve the efficiency of ICT operations.

2. Training Sessions:

- Attending training sessions organized by the ICT Department to enhance technical skills and stay updated with the latest ICT practices and technologies.
- Participated in workshops focused on data security, network management, and system troubleshooting.

3. Project Involvement: Involvement in specific ICT projects within the County Referral Hospital, such as system upgrades and network enhancements.

CHAPTER 3: EVALUATION OF THE ATTACHMENT PERIOD

3.1 Success/Failure of the attachment exercise

The industrial attachment at the County Government of Tana River, specifically at the County Referral Hospital, provided a comprehensive learning experience. Below is an evaluation of the success of the attachment exercise in relation to my main objectives:

1. Gaining Practical Experience in ICT Support

Success: I successfully gained hands-on experience in various aspects of ICT support. My tasks included system maintenance, technical support, user account management, and data management. This exposure has significantly improved my practical skills in troubleshooting hardware and software issues, performing system upgrades, and managing user accounts.

2. Understanding Data Management and Security

Success: The attachment allowed me to understand and implement data management and security practices. I was involved in data verification and entry into the NHIF system, scanning and uploading critical documents, and conducting data backup procedures. These activities enhanced my knowledge of data handling and security measures essential for protecting sensitive information.

3. Enhancing Network Management Skills

Success: I had the opportunity to perform network troubleshooting and resolve connectivity issues, which sharpened my network management skills. Additionally, I dealt with hardware issues related to network infrastructure, such as repairing RJ45 sockets and ensuring network access for hospital staff.

4. Learning from Experienced Professionals

Success: Participating in departmental meetings, training sessions, and collaborative problem-solving activities provided insights from experienced ICT professionals. These interactions allowed me to learn best practices, receive constructive feedback, and improve my approach to ICT support tasks.

5. Improving Communication and Teamwork

Success: Working under the supervision of the Head of the Linda Mama Maternity Wing and collaborating with other staff members improved my communication and teamwork skills. I learned to effectively communicate technical issues, provide support, and work as part of a team to achieve common goals.

6. Exposure to Real-World ICT Challenges

Success: The attachment exposed me to real-world ICT challenges, such as system failures, hardware malfunctions, and network issues. Handling these challenges provided practical experience and prepared me for similar situations in my future career.

Overall, the industrial attachment exercise was highly successful in meeting my main objectives. The practical experience, knowledge gained, and skills developed during this period have been invaluable in preparing me for a career in the ICT industry.

3.2 Contributions to the Organization

During the attachment period, I made several contributions to the functional of the Hola County Referral Hospital. By providing ICT support and assisting in various technical tasks, I directly contributed to the hospital operations. Addressing technical challenges, such as troubleshooting software issues, performing hardware upgrades, and managing network maintenance, added value to the department's endeavors. Additionally, my efforts in data entry and verification for the NHIF system ensured accurate and timely processing of patient information. These contributions reinforced the practical importance of the attachment experience and demonstrated the impact of my role within the hospital.

3.3 Challenges encountered during the attachment period

Despite the successes and valuable learning experiences during the attachment period, I encountered several challenges:

1. **Limited resources:** The ICT infrastructure at the County Referral Hospital was limited. There were instances where necessary tools or equipment were unavailable, which hindered my ability to perform certain tasks efficiently. This limitation often led to delays in resolving technical issues and required improvisation or finding alternative solutions.
2. **Hardware issues:** Frequent hardware malfunctions, such as damaged RJ45 sockets and outdated equipment, pose significant challenges. These issues disrupted connectivity and additional time and effort to troubleshoot and repair.
3. **Lack of a Dedicated ICT Department:** The absence of a dedicated ICT department within the hospital meant that ICT support was not always readily available, and I had to rely on the County Government's ICT department. This reliance sometimes caused delays in addressing urgent ICT issues and limited on-site support and guidance.
4. **High workload:** Balancing multiple tasks, including system maintenance, data entry, technical support, and network management, resulted in a high workload. Managing these tasks was challenging and required effective time management and prioritization skills.
5. **Technical issues with NHIF system:** There were occasional technical issues with the NHIF system, such as slow performance and system downtimes. These issues caused delays in data entry and verification processes, affecting the overall efficiency of hospital billing.
6. **Limited exposure to Advanced Technologies:** The attachment focused primarily on basic ICT support tasks, with limited exposure to advanced technologies and complex ICT projects. This limited my opportunity to learn about and work with more advanced ICT systems and solutions.
7. **Communication Barriers:** Coordinating with staff from different departments and understanding their technical needs sometimes posed communications challenges. Effective communication was crucial for providing timely and accurate ICT support, and any misunderstandings could lead to delays or errors in service delivery.

- 8. *Adapting to Hospital Environment:*** Adjusting to the hospital environment and understanding the specific ICT needs and constraints within a healthcare setting was initially challenging. This required a learning curve to effectively support the hospital staff and address their ICT-related issues.

Despite these challenges, the attachment period was a valuable learning experience that enhanced my problem-solving skills and ability to adapt to different situations. Each challenge provided an opportunity for growth and helped prepare me for future roles in the ICT industry.

3.4 Overcoming the Challenges during the Attachment period

To overcome the challenges I faced during the attachment period, I employed various strategies, including:

- 1. *Resourcefulness and Creative Problem-Solving:*** When faced with limited resources, I used available tools creatively and sought alternative solutions. For instance, when specific tools were unavailable, I relied on online resources and forums to find makeshift solutions or borrowed equipment from other departments. This approach ensured that I could continue my work despite resource limitations, although it sometimes required extra effort and time.
- 2. *Collaborative Troubleshooting:*** To address hardware issues, I conducted regular maintenance checks to identify and address problems early. For more complex issues, I collaborated with the County Government's ICT department to obtain the necessary parts and technical support. Proactive maintenance and collaboration minimized disruptions caused by hardware malfunctions and improved overall system reliability.
- 3. *Effective Communication with External Support:*** Given the lack of a dedicated ICT department at the hospital, I established clear lines of communication with the County Government's ICT department to ensure prompt support when needed. I also documented recurring issues to streamline troubleshooting processes. Effective communication and thorough documentation helped bridge the gap caused by the absence of an on-site ICT department, ensuring timely support and solutions.
- 4. *Time Management and Task Prioritization:*** To manage a high workload, I prioritized tasks based on urgency and importance, created a daily schedule, and used time management techniques to stay organized. Additionally, I sought assistance from colleagues when necessary. Improved time management and teamwork allowed me to handle the high workload more effectively, ensuring all tasks were completed on time.

- 5. Prompt Reporting and Collaboration for System Issues:** To address technical issues with the NHIF system, I reported problems promptly to the NHIF technical support team and worked closely with them to troubleshoot and resolve issues. In the meantime, I used offline methods to continue data entry and verification tasks. Timely reporting and collaboration with NHIF support minimized the impact of system issues on my work and ensured continuity of tasks.
- 6. Proactive Learning and Self-Improvement:** To overcome limited exposure to advanced technologies, I took the initiative to learn through online courses, webinars, and industry publications. Additionally, I sought opportunities to observe and assist in more complex ICT projects handled by the County Government's ICT department. Self-directed learning and proactive involvement in advanced projects broadened my knowledge and skills beyond the scope of basic ICT support tasks.

By implementing these strategies, I was able to navigate the challenges of the attachment period successfully and gain valuable experience in the ICT field.

3.5 Recommendations for Improving the Attachment Exercise by the University

Based on my experience during the industrial attachment, I have identified several areas where the University can enhance the attachment exercise to provide students with a more valuable and comprehensive learning experience:

- 1. Enhanced Pre-Attachment Preparation:** The University should offer more comprehensive pre-attachment workshops or orientation sessions that cover practical skills, professional conduct, and expectations during the attachment period. This preparation will equip students with the necessary knowledge and skills to excel in their attachment roles and minimize initial adjustment challenges.
- 2. Strengthening Industry Partnerships:** The University should establish and strengthen partnerships with a wider range of reputable organizations and industries to secure diverse and relevant attachment opportunities for students. Expanding the pool of potential attachment sites will allow students to gain experience in various sectors and increase their chances of being placed in roles that closely match their career aspirations.
- 3. Providing Access to Advanced Tools and Technologies:** The University should collaborate with industry partners to provide students with access to advanced tools,

technologies, and software during their attachment period. Exposure to cutting-edge technologies will enhance students' technical skills and ensure they are well-prepared for the demands of the modern ICT industry.

- 4. *Regular Monitoring and Evaluation:*** The University should implement a structured monitoring and evaluation framework to track students' progress and experiences throughout the attachment period. Regular check-ins and feedback sessions will allow the University to address any issues promptly, ensuring that students have a positive and productive attachment experience.

By implementing these recommendations, the University can improve the quality and effectiveness of the industrial attachment program, ensuring that students receive valuable, hands-on experience that prepares them for successful careers in the ICT industry.

CHAPTER 4: CONCLUSION

4.1 Summary

In summary, my industrial attachment at the County Government of Tana River, specifically at the County General Hospital, provided me with invaluable practical experience in the field of ICT support. Throughout the attachment period, I was involved in various tasks, such as data entry and verification in the NHIF system, troubleshooting hardware and software issues, network maintenance, and assisting in user account setups. These activities allowed me to apply theoretical knowledge in a real-world environment and develop essential technical and problem-solving skills.

4.2 Reflection on Personal Development during the attachment period

Reflecting on my personal development during the attachment period, I have observed significant growth in several key areas:

1. Technical proficiency:

- Gained hands-on experience with the NHIF system, enhancing my understanding of healthcare billing processes.
- Improved my skills in hardware diagnostics and upgrades, such as RAM performance checks and installations.
- Developed proficiency in software updates and system backups, ensuring the reliability and security of critical data.

2. Problem-solving Skills:

- Enhanced my ability to troubleshoot and resolve hardware and software issues efficiently.
- Learned to diagnose and fix network connectivity problems, to the smooth operation of the hospital's ICT infrastructure.

3. Communication and Collaboration:

- Improved my communication skills by interacting with various stakeholders, including hospital staff and ICT department members.
- Developed the ability to work collaboratively in a team, particularly during departmental forums and training sessions.

4. Adaptability and Flexibility:

- Adapted to a dynamic work environment, where tasks and priorities frequently changed.
- Demonstrated flexibility by taking on additional responsibilities and learning new skills are required.

5. Professionalism and Work Ethics:

- Developed a strong sense of responsibility and accountability in performing my duties.
- Adhered to professional work ethics, such as punctuality, reliability, and maintaining confidentiality.

Overall, the industrial attachment has been a transformative experience, significantly contributing to my growth as an aspiring ICT professional. The challenges I faced and the skills I acquired have prepared me to tackle future career opportunities with confidence and competence.

4.3 Conclusion

The attachment period at the County Government of Tana River was a transformative chapter that exceeded my expectations in terms of practical exposure and personal development. Through diligently fulfilling assigned duties, providing ICT support, engaging with experts, and surmounting challenges, I emerged with a strengthened skill set and understanding of the dynamic realm of ICT within a governmental healthcare context. The successful alignment of the attachment experience with my initial objectives underscores its value in preparing me for future professional endeavors.

The attachment not only allowed me to apply theoretical concepts but also exposed me to the nuances of working within a governmental organization. It has been a journey of growth, learning, and self-discovery that will undoubtedly contribute significantly to my academic, professional, and personal pursuits moving forward. The experience gained and lessons learned during this attachment will serve as a foundation for my continued growth and success in the field of Information and Communication Technology.

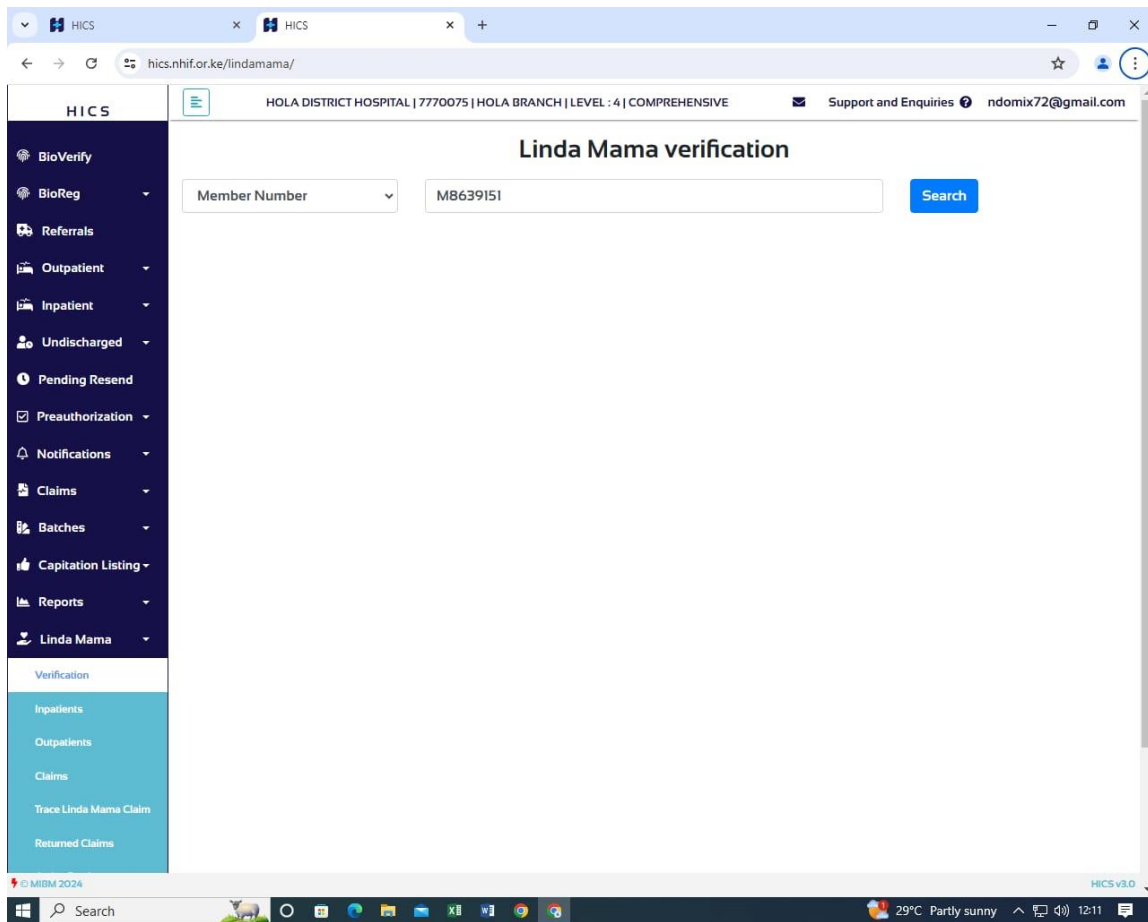
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1. About Us - County Government of Tana River, retrieved July, 1, 2024, from <https://tanariver.go.ke/about-us/>
2. National Hospital Insurance Fund (NHIF). Official website. Retrieved from <https://www.nhif.or.ke/>

APPENDICES

1. Logbook
2. Correspondence (with Institution - University)
3. University assessor's evaluation
4. Field Supervisor's evaluation
5. Screenshot of the NHIF System Interface

A few screenshots of what I did as an extra task in the NHIF system:



HICS

BioVerify

BioReg

Referrals

Outpatient

Inpatient

Undischarged

Pending Resend

Preauthorization

Notifications

Claims

Batches

Capitation Listing

Reports

Linda Mama

Verification

Inpatients

Outpatients

Claims

Trace Linda Mama Claim

Returned Claims

HOLA DISTRICT HOSPITAL | 7770075 | HOLA BRANCH | LEVEL : 4 | COMPREHENSIVE

Support and Enquiries ndomix72@gmail.com

Verification Success

Member Number M8639151 proceeded to inpatient

Proceed to Admission

Back To Linda Mama Verification

MIDM 2024

HICS v3.0

Search

29°C Partly sunny

12:11

HICS

hics.nhif.or.ke/lindamama/inpatientdetails?visitserial=6438996&activetab=icd10&message=None

HOLA DISTRICT HOSPITAL | 7770075 | HOLA BRANCH | LEVEL : 4 | COMPREHENSIVE

Support and Enquiries ndomix72@gmail.com

Inpatient Linda Mama Details

Patient Name:	JANE KAVINYA
Member Number:	M8639151
Gender:	F
Claim Number:	27114498

Ksh 5,000.00

PACKAGES ICD10

Add Billing

Invoice Number

Add Invoice

Invoice Number: 29

Amount: Invoice Amount: 29/2 3

Please select if the invoice is the final bill:

☐ Final Hospital Bill ☐ 29/0 23 ☐ 29/24 ☐ 29 /024

Cancel Save Invoice

Verification

Inpatients

Outpatients

Claims

Trace Linda Mama Claim

Returned Claims

MIDM 2024

HICS v3.0

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HICS

BioVerify

BioReg

Referrals

Outpatient

Inpatient

Undischarged

Pending Resend

Preauthorization

Notifications

Claims

Batches

Capitation Listing

Reports

Linda Mama

Verification

Inpatients

Outpatients

Claims

Trace Linda Mama Claim

Returned Claims

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Inpatient Linda Mama Details

Patient Name:

JANE KAVINYA

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BILLING

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DISCHARGE SUMMARY

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PREVIEW

DISCHARGE

Attach Discharge Summary

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