**MAKERERE UNIVERSITY**

COLLEGE OF COMPUTING AND INFORMATION SCIENCES

SCHOOL OF COMPUTING AND INFORMATICS TECHNOLOGY

**A STATEMENT** ON

FIELD ATTACHMENT/ INTERNSHIP AT

SERVICE AND COMPUTER INDUSTRIES

JUNE 4th – JULY 28TH



BY

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**QUESTION 1**

**Achievements.**

This training has offered me practical skills and experience in fields such as; networks, servers and computer hardware, customer care, electronics repair, trouble shooting, service and maintenance skills, which has broadened my knowledge as an IT professional.

My social status has been improved through the exposure, cooperation with colleagues and interaction with people of high profile hence building confidence and integrity.

It has also presented me with opportunities to interact with many different organizations that could be my future employers.

Interacting with other professional in the different fields has equipped with me a code of conduct in the work place like; time management, team work and problem solving skills.

**Application of academic concept.**

Having been taught **communication skills** in year one, I realized its importance during my training when my supervisor requested for my tool and I didn’t possess it by then and needed to get from a neighbor, \***Give me your tool** \* was a statement I made, through the reaction of my supervisor on hearing my statement, I realized I needed to be a little polite when requesting something.

**Recommendations.**

I recommend that my **field supervisor** should get involved in following up best performing students sent to your organizations for employment.

I recommend that my **academic supervisor** should check on students as early as the first month while in fields. This ensures great student improvement.

I recommend that my **Head of Department** should continue to enforce students to undergo internship in order to relate their theory with practical experience.

I recommend my **dean of students** to reimburse allocation of internship facilitation fees to private students.

**Impact of training.**

Having done it from a high profile company, it has improved my Curriculum Vitae which is an academic qualification and made me realize my worth as a IT specialist.

**QUESTION 2**

Customer support is one of the key aspects for all companies, both small and large enterprises. Having a reliable customer support system will result in a positive image of your services and will be a clear sign that you actually care about your clients and put an effort into keeping them. Below are some of the ICT solutions that if implemented by NCR/SCI company, will help the company improve on their service delivery: -

**Development of A Help Desk Application**. This application will provide users with most of the tools and capabilities that they would seek for in the company reception. These tools consist of automated mechanisms, support inboxes accessible by the entire team, social customer support, knowledge bases or information portals that customers could use to access company services, make orders, confirm deliveries to them, this will allow customers find timely and relevant support without having to go through elaborate and mazy hurdles since the software will be available as mobile app for Android, IOS, Windows Phone and Blackberry platforms.

**Development of a task scheduler and notifier App.** This will basically be used by the company engineers since most of them claim to always have a lot of tasks to accomplish in a day and tend to forget and leave some tasks to be performed the next day at the expense of the customers thus complains. The application will use Google maps that will have the locations of the tasks to be performed so the engineers can easily identify client locations, it will also send a reminder of unperformed tasks 30 minutes before the task time and it will be embedded with the Managing Directors system such they can be able to monitor all the tasks to be performed and hold individual engineers accountable if not performed.