Aims:

My experience of working in an industrial is that I am learning on daily basis about the Sorax system that had been built which I have given a full support on it.

The working environment can be dynamic because different issues will occur. For example, Sorax will duplicate orders or will not update orders and invoice numbers as it is not for generating Sorax and mms sage will also throw errors because some of the Microsoft standards format doesn’t meet. Then I needed to investigation the issue with one of the companies that had placed an order which meant I had to debug the system to find out the issues. Some problems can also be static which means that it has been encountered and solved and that there have also been documentations saved within the IT systems folder. The working atmosphere in an IT environment is fun because it gives me the opportunity to learn the Range of technology use and other department that use the source to complete the daily task.

1. **Contribute within the range of her/his knowledge, skills, and ability, to tasks associated with the provision and support of systems which include a significant computing/information systems/software engineering/maths component.**

During my placement I have used my computer science degree knowledge which is programming, IT Toolbox 2, Networking and Database. I gained an IT toolbox skill from PHP so I was able to understand the code because I was told the theory side of the PHP which was the most interesting subject. I have used the PHP maintain haulier webpage which is external and internal user uploaded files and downloaded reports. I have also done some modification on the code because if the code started to fail the task of generating reports will not work so I created a loop to check if there were any errors with the code to fix the issue. Therefore next time the code will not be maintained because the method will support the website. In programming I have used dynamic polymorphism within the project to handle all types of input values and the use within the different classes.

1. **Take responsibility for particular areas of computing/information systems/software engineering/maths.**

My responsibility is to close the tickets that users create when they encounter any technical issues with the PC and Sorex. Technical hardware issues would be tested if any hardware fail and if the OS is not installed successfully, I will find OS dll or creating own patch to fix the windows issue with the hardware or reinstall.

The responsibility for the area was server backups because this data must be backed up in-case of accidents or files that have been lost or deleted it can be recovered by the external hard disk. I always back up all the data at the end of the day because that is when all users will not be able to access the hard disk. So I can store the data into the external hard drive and also a third party software which also takes a backup and that compress the file sizes so that more data can be stored within the external hard drive. For the Database I had to create a Job Event to back up the database which is SOL\_AP1as this server is the critical server because it contains customer’s details and order information which is important to the company so this highest backup priority .

**4. Work in a professional team within an organisation.**

Working in a professional team, it is always better to know your staff because it helps me understand the team and it gave me chance to know everyone at work. The professional part of the team is the communication between the Senior and Manager and giving regular updates about the task that was assigned to me. Also I could ask for advice when I was stuck with particular tasks. I needed to document everything that had been done at work. After the project I needed to reflect upon the task I was assigned as this allowed me to see what I could achieve during the project and the task was then done by my team and me.

I would need to send emails every day saying what task has been completed. If it wasn’t completed then there would be a meeting to discuss any difficulties and to see if any help will be available by the senior developers and if not extending more time to complete the task. I would have a monthly meeting which is a very important as it is to see the progress of the team, whether we had met the required business target that are set by the directors. Also to see if the employees have met the task if not there will be discussion about the task and see if they can finish it off or inform the director that this task was incomplete and give a reason due not completing the task.

Working within team you will have your own responsibility set by the team and the main point for working in a team is to contributethe skills that you have learnt and also explaining the weaknesses of the technical side so that the team members can help or suggest a tutorial to look into.

5. Discuss the role and applicability of computing/information systems/software engineering/maths in a wider perspective.

In Stateoil my role was junior software engineering& network. As a software engineer, I always maintain the code and add code to fix issues that the staff were having with Sorax. The Sorax was written in C sharp so the platform is .NET form which is a GUI which holds the structure of the form customer screen. I also maintained the code for the GUI which was using third party software. This was paid by the company so I had to add the features of DevExpress on Sorax which was straight forward.

As a member of the Network Team I had to take care of the company backups of the users’ documents, user profile, network drive and database because it carried important customers and information links, bank numbers and order numbers. Various information for the customer which should be encrypted by a software called Arc backups which allows the IT admin to set the password. I was making sure the backup was successful unless it failed it would need to be manually backed up but if it keep on giving the same issues then I would need to delete the old job event by the shell command then create the job event again. As a Network Engineer I would go and make sure if the server was normal temperature and check if the external hard drive had been backed up. I was monitored the network performance by minesweeper.