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| **CTU – GINATILAN EXTENSION CAMPUS** | |
|  | OJT Form 6  October 2012  Revision: 0 |

**DAILY/WEEKLY/MONTHLY PERFORMANCE REPORT**

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| **Name of Student Trainee:** | | Nel Gonzales | | |
| **Course, Year & Major:** | | Bachelor of Industrial Technology Major in Computer Technology 4A | | |
| **Cooperating Agency:** | | LGU Ginatilan | **Inclusive Date:** | **From**: 02102025 |
| **Department Assigned:** | |  | | **To**: 02152025 |
| **Summary of Activities:** | |  | **Learning/Insights:** |  |
| This week, I created two ticketing systems. One is for the public, and the other one is for local users. | | | This week, I gained some valuable insights while creating two separate IT ticketing systems, one for the public and another for local users. Working with tools like Hesk, XAMPP, and Freshdesk made me realize how important it is to tailor systems to different user groups. I learned how to balance security, scalability, and user experience, ensuring that each system could grow and adapt as needed. By handling tickets separately, I could prioritize issues more effectively, and personalizing the system for local users made it easier for them to get the help they needed. It was a great learning experience that taught me how flexible and well-thought-out systems can really enhance both efficiency and user satisfaction. | |
| Prepared by:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Student Signature over Printed Name** | | | | |
| **CA (Cooperating Agency) Remarks:**  **Nel Gonzales** | | | | |
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|  |  | |  | **Signature Over Printed Name** |
| **OJT Chairman/Supervisor Remarks:** | | | | |
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|  | | | | **Signature Over Printed Name** |

**A person looking at a computer screen

AI-generated content may be incorrect.A person sitting at a desk with a computer

AI-generated content may be incorrect.**