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**WORK BASED LEARNING REPORT**

BACHELOR OF INFORMATICS AND COMPUTER SCIENCE

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# **CHAPTER 1: EXECUTIVE SUMMARY**

## **1.1 Selection of the Institution.**

I chose Britam because I knew behind this organization’s continued success, there was plenty of work to be done which would help me learn and grow in my career path. A strong IT team plays a big role in an institution’s success. In addition to that, I wanted experience of working in the corporate world and Britam would certainly offer me that opportunity.

## **1.2 Application Procedure**

During the application period, I had applied to multiple organizations from late December 2019 onward to January. I applied to work at Britam twice hoping my persistence would pull through. My initial application was in December though I received no response. In January, I decided to re-apply and my fortunes changed. I received a call from the Human resource team and was scheduled for a meeting to go through a contract they were ready to offer. I was invited to the institution’s headquarters at Upperhill in Nairobi to discuss the contractual basis of the internship. The commencement of my attachment was 27th January 2020. Thereafter on my report date, HR introduced me to my host supervisor.

## **1.3 Conditions agreed Upon**

I was given a contract in which it had a detailed summary of all the conditions to be agreed upon. This contract is a legal binder between the company and I whereby in order to be active, it required two signatures. These signatures include my own and that of a witness. The witness is an overseer to confirm the contract in play existed. Some of the conditions that were agreed upon included:

* A Code of Conduct: - This clearly stated that I was to carry myself in a professional manner within and outside the work environment
* Contractor Status– I was considered a contractor to the business. This meant that I was not a permanent employee of the organization and that some of the benefits which would be provided to other employees would not be availed to me.
* Proprietary Information: Britam being the large company it is, data and information plays a critical role to its continued operation. I was required to sign a Non-disclosure agreement (NDA). This document enforced confidentiality of critical information that I would stumble across during my duration at Britam.
* Termination of the Contract: –This could be done by either party where the need to be to arise. This however required me to serve two weeks prior to my resignation date.

# **Chapter 2: Introduction to The Organization**

This chapter will explain the history of the organization, field of interests, structure and the organizations regulations.

## **2.1 Brief History of The Institution**

British American Insurance Company (BRITAM) is a Bahamas originating company, which established its first African branch in Kenya in 1965. It was not until 1979 that British American Insurance Company (Kenya) was incorporated and started its market venture. The company later made major business dealings in 2004 when it first invested in Equity Bank. British American sought to grow which led it to reach out to different regions in Africa.  This eventually led to the establishment of its first branch in Uganda. In the year 2011, it was enlisted and became a member of the Nairobi Securities Exchange (NSE) which to date enables external parties to invest in the company. Countries which include South Sudan and Rwanda came shortly after during the incorporation of different business sites.

In 2014, British American made a major acquisition and took over Real Insurance which helped the company to gain a strong foothold in countries which include Mozambique, Tanzania and Malawi. In the year 2015, the company was rebranded and hence changed its name to Britam Holdings Limited. In its growth, the company was able to draw major investment from companies such as International Finance Corporation, AfricInvest and Swiss Re which all became major shareholders. The company has hence grown to a major player in the Insurance and the finance industry. Britam’s Headquarters commonly known as Britam Centre, is located at Upper Hill along Hospital Road. The company recently completed a major office space development project known as Britam Tower being the tallest skyscraper in Kenya.

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## **2.2 Field of Interest of the organization.**

Britam is a diversified financial services provider with interest in the following fields: Insurance, Banking, Asset Management and Property. Each of these fields form the core business units that have modelled Britam to be the success that it is. Over the years, the organization has shown growth which has led to its affiliation with multiple regions across Eastern and Southern Africa. These countries include Kenya, Uganda, Tanzania, Rwanda, South Sudan, Mozambique and Malawi.

The company lives by its mission in which it strives to accomplish every day. This mission is to provide its customers with financial security every step of the way. Furthermore, the institution is guided by core values instilled in its environment. Customer focus, a value which aims to ensure that all the needs of a customer are met and surpassed with remarkable quality and efficiency. Integrity, a value in which the company strives to maintain in order to show consistency in their ethical principles**.** Respect is highly valued where there is the need for mutual appreciation in the work environment for both customers and employees. Finally, Innovation is a highly upheld value which serves to nurture new ideas and incorporate them into the organization’s business environment with the sole purpose of staying ahead of its rivals. Britam aims to provide their clients with an unmatched offering of solutions that can help each one of them to secure their future.

Britam’s interests form its major Business units. These business units include General insurance, Life Assurance, Asset Management, Property and Micro insurance. General insurance which can also be referred to as non-life insurance includes motor, property, medical and homeowner’s policies. These policies provide payments depending on the loss from a particular financial event. Britam Properties Ltd is the property development arm of the Britam Holdings Limited. The business offers end to end property investment solutions for the group and third-party investors.

Micro Insurance is the protection of low-income people against specific perils in exchange for regular premium payment to the likelihood and cost of the risks involved. Britam offers products such as Afya Tele, Kingi ya Mkulima, Biashara Sacco, Credit Life, Personal Accident Cover and Death Benefit.

Life assurance is a contract between an insurance policy holder and Britam where the we promise to pay a designated beneficiary a sum of money in exchange for a premium, upon the death of a policy holder. Depending on the contract, other events such as terminal illness or critical illness can also trigger payment. The policy holder typically pays a premium, either regularly or as one lump sum. Other expenses, such as funeral expenses, can also be included in the benefits(*Life in Kenya | Britam - Kenya - Corporate*, n.d.). As of April 2020, Britam made a profit of KSh 3.5 Billion from a [loss of KSh 2.2 Billion](https://kenyanwallstreet.com/britam-posts-sh-2-2-billion-net-loss/)at the end of the financial year closing on 31st December 2019(“BRITAM Made a Profit of KSh 3.5 Billion from a Loss of KSh 2.2 Billion.,” 2020)

## **2.3 Structure of The Organization**

Britam is a large and a very vast institution having multiple departments and different departmental leaders at each level. The company operates within its major Business Units. Business units can be described as the major revenue generation departments. They are all coordinated in unique ways for each to source as much returns during the company’s financial year. Each has respective targets they are expected to beat. These business units have their respective managers and Chief Executive Officer.

In the IT department, there are multiple divisions of work operations. The hierarchy of leadership begins with the Group Chief operating Officer. The Chief Information Officer is second in the level of hierarchy. Thereafter, at different dockets, they all have their structure of management. There is a Head of infrastructure, Head of application delivery and a head of IT security. Team leaders are hence responsible of overseeing the team. They are also responsible of compiling reports of weekly achievements by the teams they oversee. These reports are a good means of determining weekly throughput to determine if there has been positive or a negative growth in the work done by these teams.

# **Chapter 3: Description of Attachment**

## **3.1 Weekly Timetable**

### **3.1.1 Service Desk Operations.**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** | **TASKS DONE:** | **LESSON LEARNT:** | **HOURS DONE:** |
| 27/01/2020 | * Introduction to the IT department and all the divisions present. | * Communication Skills between Colleagues. | 8 hours. |
| 28/01/2020 | * Introduced to HPSM: Hp Service Manager. * Closed Calls and interactions on HPSM. * Request handling for users. | * Interaction between users in the organization and the IT Department. | 8 hours |
| 29/01/2020 | * Open LDAP: - This deal with creation of Financial Advisor accounts. * Sayari portal creations: This links with FA accounts created in Open LDAP. | * Learned to interact with new systems in a short period of time | 8 hours |
| 30/01/2020 | * Call management: I was directly involved in phone call interactions with users who dialed the Service desk. * IP telephony: Configuration of user network phones. | * Etiquette within the work environment. * Enhanced my communication skills. | 8 hours |
| 31/01/2020 | * Report writing and analyzing data * Tasked with filling up reports for the IT service desk to provide conclusive information on targets met in the year 2019 | * Learned the value of reports in the work environment. | 8 hours |

**Supervisor’s Signature:**

### **3.1.2 Office Automation.**

This week I was involved in a lot of office roaming to interact with users at different levels and departments.

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** | **TASKS DONE:** | **LESSON LEARNT:** | **HOURS DONE:** |
| 03/02/2020  To  05/02/2020 | * Formatting of machines for the work environment. * Setup of applications for user laptops. * Network configuration of Machines to the Britam Domain. | * Properly setting up corporate machines for utility. | 8 hours. |
| 06/02/2020  To  07/02/2020 | * Replacement of hard drives on laptops and desktops. * Replacement of Keyboards and laptop screens. | * How to handle computer hardware. | 8 hours |
| 10/02/2020  To  11/02/2020 | * Printer Management: This involved working with MyQ, an application that remotely monitors a networked printer’s status. | * Managing of Printers and all its components. | 8 hours |
| 12/02/2020  To  13/02/2020 | * IT support at an audit meeting. Helped in inducting a few auditors on the systems used in Britam to help them carry out their relevant processes. | * Supporting Corporate Applications | 8 hours |
| 14/02/2020 | * Setup of 17 machines for Corporate Social Responsibility (CSR). These machines were donated to Njiiri Highschool in Murang’a. | * The importance of corporates giving back to the society | 8 hours |

**Supervisor’s Signature:**

### **3.1.3 Desktop Support.**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** | **TASKS DONE:** | **LESSON LEARNT:** | **HOURS DONE:** |
| 17/02/2020  To  18/02/2020 | * Introduction to the team. * Setup of machines for employees going out for fieldwork. This is to ensure they have an easy time with little IT support during their fieldwork. | * First-hand interaction with different employees within the company. | 8 hours. |
| 19/02/2020  To  20/02/2020 | * Support training center conferences. * Email Suspensions. These included emails of employees who recently left or have been inactive for a long period of time. * Google Administration for user accounts. | * Experience with Google administrative software. | 8 hours |
| 21/02/2020 | * Software updates for user machines. To receive the latest patches. * Printer management. Replacing Toner kits for printers. | * Technical setup of IP phones in the work environment. | 8 hours |
| 24/02/2020  To  26/02/2020 | * Hardware salvaging. This enables the team to team to identify and to collect functional machine parts before the older machines are disposed. | * Better understanding in computer hardware and fundamentals. | 8 hours |
| 27/02/2020  To  28/02/2020 | * IP Telephony service: Setup and configuration of IP phones connected to the organization’s network. * Formatting machines experiencing long term problems. | * Importance of updated software in terms of Security patches | 8 hours |

**Supervisor’s Signature:**

**Official Organization Stamp:**

### **3.1.4 Systems Administration.**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** | **TASKS DONE:** | **LESSON LEARNT:** | **HOURS DONE:** |
| 02/03/2020 | * Induction to the Systems and their utility in Britam. * Provided research material for Easy understanding of terminologies. | * Understood the importance of Servers and systems in an organization. * In-depth understanding of Systems and their related technologies | 8 hours. |
| 03/03/2020 | * Internal Server room access. This is the onsite sever room within Britam Head Quarters * Data Center visitation: This is the off-site server room. | * Clearer understanding and visual grasp of a server room set-up. | 8 hours |
| 04/03/2020 | * Setup a Test environment for a hands-on experience. | * How to setup a virtual server and manage it. | 8 hours |
| 05/03/2020 | * Expansion of server storage of Some applications utilized within the Britam Domain. | * Application of what I was taught during the systems administration induction. | 8 hours |
| 06/03/2020 | * Remote Deployment and update of some applications in particular user’s machines. | * Remote management of computers on a network Domain. | 8 hours |

**Supervisor’s Signature:**

**Official Organization Stamp:**

### **3.1.5 IT Networks**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** | **TASKS DONE:** | **LESSON LEARNT:** | **HOURS DONE:** |
| 09/03/2020 | * Induction to the Network Department. * Introduced to solar winds: A network monitoring tool used by the organization’s network team. | * The importance of monitoring of a network. | 8 hours. |
| 10/03/2020 | * Introduced to the Wireless Management of devices within Britam. * Created Long term Director accounts to access the network. The purpose of this exercise is to enable directors to easily connect to the network during board meetings. | * Remote management of computers on a network. | 8 hours |
| 11/03/2020 | * Taken through Directors Desk: An application utilized by the company directors during their board meetings. | * I learned the importance of clear communication when interacting with your work superiors. | 8 hours |
| 12/03/2020 | * Taken through Identity Service Engine (ISE) and Policies set by the institution within ISE | * Learned to profile machines on a network. | 8 hours |
| 13/03/2020 | * Network Monitoring * Firewall monitoring. | * Learned to restrict sites that utilize large amounts of bandwidth. | 8 hours |

**Supervisor’s Signature:**

**Official Organization Stamp:**

### **3.1.6 IT Security.**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** | **TASKS DONE:** | **LESSON LEARNT:** | **HOURS DONE:** |
| 16/03/2020 | * Introduction to The IT security team. * Orientation and induction to the work done by IT Security | * The importance of continuous monitoring in IT security. * Learnt the main responsibilities of an IT security specialist. | 8 hours. |
| 17/03/2020 | * Provided with reading materials to familiarize myself with terminologies and general expectations of IT security. * Helped in compilation of Reports on unauthorized changes on applications. | * In-depth understanding of IT security. * Report Generation. | 8 hours |
| 18/03/2020 | * Taken through IT monitoring tools. There is the utility of multiple monitoring tool to ensure users observe policies set by the organization. | * Learned how to navigate and use some IT security monitoring tools. | 8 hours |
| 19/03/2020 | * Shown the operation of administrators of the official Antivirus used within Britam. * Interacted with Data Loss Prevention software, both as an Administrator and a normal user. | * Learned how to navigate and manage an antivirus and a DLP administrator interface. | 8 hours |
| 20/03/2020 | * Shown and was later given task to remotely update nodes (Computers) antivirus to the latest version | * Learned how to remotely push updates to clients using the Britam network | 8 hours |

**Supervisor’s Signature:**

**Official Organization Stamp:**

## **3.2 Familiarization Phase**

On my first day of work, I was received by the human resource manager. During this time, I was the only intern in the IT department hence it was simpler for the HR team to take me through their induction session. It was an hour of induction to the company. I was familiarized with the company from its foundation to where it lies now. Britam has a team of executive leaders within the company. It also has a board of directors who are both employees and non-employees of the company.

During my first week, I was introduced by my host supervisor and to the different members of the Information and Technology department. Their reception was warm and every bit inviting. Each person and team have their distinct Job description and with each I interacted with show commitment and dedication to their work. They have deliverables to be met and each does so to the best of their ability. During this first week, I was provided with a workstation and the necessary equipment that would help me to carry out my respective duties. The people I shared a station with were more than willing to teach me whatever they could and were apt to answering every one of my questions. This made me feel very welcomed to the institution and valued as a teammate. It was during this phase that I came to see that growth as an IT engineer is a constant and everyone is more than capable given the opportunity.

Growth within this field will however take time and patience. One is expected to show ambition, a quality each of my colleagues never failed to depict. Occasionally, the HR team would circulate an email that would provide an open position for application by internal employees. This would provide the different employees an opportunity to get to a greater level in their career. The internal hiring policy is basically to source prowess within the organizations boundaries hence providing an opportunity to members of staff.

## **3.3 Description of Workdays**

Britam employees are expected to clock forty-five hours a week. Different teams however work in shifts. These shifts include: the 8am to 5pm shift, 7am to 4pm shift and the 9am to 6pm shift. One’s shift would vary per week as per instruction by their respective team leaders. Every employee has a lunch hour break which is dependent on their office reporting time. These hours are however not limited to the scheduled timeframe. Some of my colleagues would extend their working hours depending on the amount of work they had. Overtime payment bonuses however are not regarded in an employee’s remuneration.

Within my first week at Britam, I was provided a weekly schedule which I was expected to observe. The timetable indicated the divisions within the IT department I would work in and my assigned overseer for the week. These overseers were given prior notice as to when I would be working with them. My host supervisor appreciated personal initiative which involved me presenting myself to my weekly overseers in her absence. She believed this would help me build on my office confidence. Furthermore, she would expect me to brief her on my progress within the week.

I worked the 8am shift, however it could be adjusted where needed by my host supervisor. My daily routine on arrival at the office was to sit at my desk and give myself a few minutes to go through work I was involved in the previous day. I would hence report to the division I was working in during the week. Every division required me to be inducted. This induction would include a detailed summary of the activities affiliated with the division.  Thereafter, I would be assigned tasks that would keep me busy throughout the day. During my time at the company, I made a few friends with whom I interacted with at length.

## **3.4 Description of Departments**

During my induction phase, I was provided with a weekly schedule that would guide me to different divisions within the IT department. Each of these divisions came with a different job description. Users within the organization often require assistance and support on different platforms. To receive the support they need, users make calls for support through their email or their assigned IP phones.

In order to provide a centralized interface that deals with support calls, Britam incorporates HP Service Manager (HPSM). This is a platform that draws support emails to a common interface where the IT department can receive support call queues. These calls are assigned to different assignees who are required to sort out the issues that regard their docket. Every team has Service Level Agreements they are expected to uphold. A service-level agreement is a commitment between a service provider and a client. Aspects of the service which include: Quality, Availability and Responsibilities are agreed between the service provider and the service user.  All employees are required to meet a weekly target of closed calls. This provides a means to evaluate one's work performance on a weekly basis. These divisions include:

### **3.4.1 IT Service Desk Operations**

The team sitting at the service desk are referred to as service analysts. These analysts provide support to different users within Britam. The frequency of calls varies daily where some days tend to be busier than others. End users raise support tickets that guide the analysts to resolving an issue and this is done through emails which reflect on HP Service Manager. In the event of a planned maintenance of an application, the team sends out notifications via email to the relevant users of the applications.

Different problems have different magnitude and can be of low, high or urgent priority. Priority level depends on the level to how the problem affects a business operation. Urgent priority issues are given first preference. The analysts are more than capable of resolving a good majority of incidences on their end, however in the event incidences are out of their level of resolution, they are mandated to escalate these problems. Escalation is reassigning an Incident or problem to a different IT group within the organization.

### **3.4.2 Office Automation and Desktop support**

Each of these serve as distinct operation divisions however have a lot in common. These are the support engineers who play a big role in office operation fluidity. These teams work closely with the IT service desk team. They all have their respective organizational departments to each support; however, they do not limit themselves to a single department and work together to enforce optimum Information Technology working conditions for the best result generation by employees of the Organization.

These specialists also work closely with vendors. Vendors are enterprises that contribute goods or services to the organization. As an example of a service, the Office automation team monitors all printers within Britam. These printers can be remotely managed by an application accessible by the automation team. In the event of a situation beyond them, they call in vendors who come down to the office to resolve the problem related to their merchandise. In reference to support calls, these two teams receive a good majority of escalation calls from the IT service desk team. These escalated calls have a time frame as to which they can be handled and failure to do so is reflected as a breach of their Service Level Agreement (SLA).

These teams are majorly affiliated with user interaction. In this light, they are well capable of handling user complaints in the best means possible. They highly represent the IT teams within the organization and are hence expected to show etiquette to the users within the organization.

### **3.4.3 Application Value Delivery**

Britam utilizes the services of over thirty applications for its daily operations. Different business units have the necessary applications they use. As an example, *Fund master XI* is used as a common application used by the employees dealing with Pensions. The application value delivery team’s main objective is to ensure that the application runs seamlessly and gives accurate and precise results.

In addition to support, the team is also responsible for making the necessary changes required for the optimum service delivery of these applications. These changes however require approval at a board’s level. In the event of a necessary upgrade or change to a functionality of an application, there is a scheduled Change Approval Board (CAB) meeting. This meeting is put in place to deliberate how necessary a change is and in which perspective it will affect the organization’s output. Some changes to an application can often be rather expensive and hence must be discussed during the Meeting.

Changes to applications are carried out on Saturdays and it is during this period when the changes are categorized as authorized changes. Outside the timeframe allocated, they are referred to as unauthorized changes which can be flagged by the IT security team.

This team works closely with the Database administrators and the Server and Systems administration teams. Server administrators grant them system permissions to carry out different changes. Furthermore, the system administrators grant storage expansions, storage allocation and test environments for the applications.

### **3.4.4 Systems Administration**

The system administrators implement and maintain the servers within the organization. This team consists of two members who work in unison to provide fluid running of systems within the organization. They use windows server 2012 though are in an upgrade phase to windows server 2016. The team also utilizes a Linux distro known as CentOS in administration of the organization’s servers.

The team utilizes an Active directory and a domain in administration within Britam. The active directory is used to manage computers and other devices over a network. This helps them to arrange users into logical groups that offer different levels of access and control. Through this, the system administrators can create shared folders and give access to different employee teams. Shared folders are stored on servers which can be accessed using IPs. In order to access these shared folders, the same administrators are the ones who provide access and control rights in order to access these shared folders.

System Administrators can push updates remotely to different users within the organization. These updates may include the latest application packages used within the organization. The system administrators are also some of the few employees who can access the company’s server room and data center. This team works closely with the database and application Value delivery team

The administrators use Solar winds, an application they use to monitor servers within the organization. This monitoring tool gives in depth information of the established servers. The application also provides a live feed of the data center to help in monitoring who may have accessed the data center and at what capacity. In the event of a server going down due to different reasons, they receive instant notice.

Servers in Britam are set up in pairs, hence providing a redundant structure. Redundant set up of a server help is critical in the event of technical problems. Where the primary server goes down, the second one goes online to temporarily act as the primary to enable diagnostic check and maintenance.

### **3.4.5 IT Network**

This team includes two infrastructure administrators. Britam is heavily reliant on network connectivity. This reliance has the company utilizing network services provided by different Internet Service Providers which include Jami Telcom (JTL), Safaricom and Simba net. JTL serves as the primary network link and Safaricom is the fallback network link in the event of trouble with the primary link. The company purchases 190mbs from these ISP companies. This network is hence distributed to the different branches of Britam depending on the network traffic requirements of the branches. The Headquarters is however given the highest priority in network bandwidth.

The network infrastructure team is responsible for fluidity in internet connection throughout Britam, across all its branches. These network specialists utilize different applications to ensure all network nodes are running. They are one of the few people who have access to the Data center, which is located at a private off-site location. They use multiple applications to enforce network integrity and policy management. In the event of Board meeting which require strong internet connectivity and fluidity, the network administrators can restrict network traffic to sites that utilize a large bandwidth.

### **3.4.6 IT Security**

The IT security division is administered by one individual. The administrator however works closely with an associate from a contracted company. Britam is a data sensitive organization. This therefore presents the need for security specialists. The security team hence works with a vast collection of applications that play a role in enforcing data security. There are three major paradigms that guide the team to ensure their work efficiency. These include: Confidentiality, Integrity and Availability. Confidentiality involves ensuring a state of privacy in critical data and information. Integrity involves maintaining the accuracy and completeness of data whereby data cannot be modified by unauthorized parties. Availability ensures that only authorized users can access the systems, networks and data needed to complete their daily tasks.

The security team’s primary daily job description majorly includes: Monitoring, Assurance, Governance and Forensics. Monitoring involves collecting and analyzing information to detect suspicious behavior or unauthorized system changes on your network, defining which types of behavior should trigger alerts.

Assurance involves assessment of vulnerabilities on systems within the organization. This includes the applications utilized in the work setting and the servers that are in use by the company. Here the use of software such as NMAP, an application used to discover hosts and services on Britam’s computer network is commonly used. Governance ensures that security strategies are aligned with business objectives which are consistent with the company’s data regulation. This hence prompts the implementation of policies that are put in place to determine the goals and elements of the organization's systems.

Forensics involves the collection and analysis of data from computer systems, networks and wireless communications and other storage devices in a manner that presents evidence against malicious activities to the organization's data. It is due to this that the IT security uses Data Loss Prevention (DLP) software. These restrict the copying of data from computers connected to the organization's domain. An example of a DLP software majorly used is Forcepoint.

### **3.4.7 Innovation and PMO**

Innovation and the Projects Management Office is a large team that deals with design and implementation of projects at Britam. The teams are subcategorized. These categories include: Projects office, Development and Business Analysts and the support analysts. Each of these teams have specific jobs that they are directly involved with. The business analysts are responsible for gathering and analysis of service requirements. These will hence be aggregated in a Business Requirement Document (BRD). The developers are responsible for service development which must achieve a Service Oriented Architecture. Britam as an institution is subject to growth which would require it to increase in new products and services. While these additions may help make the business larger, it is often difficult to implement them in an efficient manner. The SOA is implemented to make it easy for businesses to grow and add new services.

Support analysts documents a system and serves a support role for the applications developed. Prior to production release of applications, the teams are required carry out testing. The testing techniques often implemented include System Integration Tests (SIT) which involve overall testing of the entire system. They also integrate a User Acceptance Test (UAT) which determine if the requirements of a specification or contract are met. Here Demos and training are carried out.

# **CHAPTER 4: Impact of the Internship**

Britam provided me with the ideal experience of the corporate world. I was able to learn many things from different people who hold different positions in the chain of command. The employees I interacted with always made sure that every intern felt welcome and comfortable in the organization. They always encouraged interns to learn and actively participate in the various teams they were assigned to.

The major impact this attachment period presented me with is the value of hard work. The story of the company from its start to its present-day cries of hard work and perseverance. Its foundation may be deemed small but the company’s meteoric rise to the massive company it is today can be traced by its endless perseverance. This is no secret to the public as Britam posted its greatest profit yet quite recently.

## **4.1 Implications for Future Study and Career Planning**

This internship has been a learning curve in many aspects. During my attachment, I had multiple reading assignments and later actual implementation of my research. I learned that one can never know enough. To build on your knowledge and experience, one is required to dedicate their hours to research and practice in order to reach greater heights at their career.

I have come to appreciate the value of working above and beyond the minimum. Certifications play a big role in shaping one’s career. It also dawned upon me that in pursuit of our goals, everyone must start from somewhere. Regardless of our position in the hierarchy, mutual respect among each other and dedication to our work play a great role in building our careers. Opportunities will always present themselves once individuals put their best forward. Challenges in one’s work will always be present. The approach as to how to handle these challenges contributes largely to growth in their career.

## **4.2 Comparison of goals and expectations with actual experience**

My goals and expectations of this internship was to gain a better insight on how the actual working field relates to what I have learned in the school setup. It gradually came to my attention that a good majority of things I learn in school are integrated to the working environment.

I had never worked in a professional environment with people older than I am. This internship period presented me with the opportunity to do so. Prior to the commencement of my internship, a part of me felt that I would find it difficult to interact and relate to the people surrounding me due to our age differences. However, this was not the case. From the moment of my arrival, I was received with open arms. The welcoming nature of my colleagues made it easier for me to come to in my work and in my interaction skills.

I worked in multiple fields in the IT department and this broadened my insight and knowledge in many fields. This was brought about by the actual work I indulged in and the advice my colleagues would often provide me with. They were all willing to teach me what I needed to know to the best of their abilities. I would describe myself as inquisitive and those I worked with were always to answer my questions. Being new to such working environments, it was expected I would make a few mistakes as I learned. Through these mistakes, my colleagues guided me and were always understanding as they assisted me.

## **4.3 Mentoring Situation**

The time I spent at Britam introduced me to different people, each with their fair share of experiences. These individuals have backgrounds that shaped their character to what they are today. It is as a result of this that I would acknowledge I had multiple mentors during my stay with them. Each offered me advice that I will carry forward to the best of my ability. They each gave an insight on different aspects of life after school. They provided me insightful material that will have an impact toward shaping my social interactions and more so in my career.

The advice and guidance I have received during this period I can describe as eye opening. Despite the age difference, everybody I interacted with treated me with the respect they would accord a teammate. They believed in my capabilities which boosted my confidence to a greater level. I really appreciate the advice everyone may have provided. Through this, I have appreciated the value of grabbing opportunities as they emerge. This I believe will help me grow as an individual and will have an impact in the shaping of my career.

# **CHAPTER 5: CONCLUSION**

I would like to express my utmost gratitude to the Britam community. The opportunity the granted me to work within their institution has provided me with an experience to live by. The genuine advice I received during this period has encouraged me to work harder as I strive to achieve my goals and ambitions. The working conditions have played a big role in helping me understand the value of teamwork. The synergy brewed among employees where they pull each other to be better is admirable. I observed Enthusiasm and seriousness in work which builds toward one’s success in their respective jobs.

I would also like to thank the Strathmore community for giving us this time to go out into the work environment. This duration will provide inspiration to all its students reminding them to put in the work required to find a place in the work society. It came to my attention that what we do in school and what is observed in a work environment are close but distinct in their own ways. One can never know everything there is hence the need for research is a constant in one’s career path.

In conclusion, my time at Britam also taught me the value of patience and persistence. In order to grow in the work environment, one must first start with what is initially brought before them. Time will only but show an individual’s capabilities, their strength and their weaknesses. This greatly help managers within the company to play to their employee’s strengths to get the best results from them. Self-presentation plays a big role in how one’s superiors may view them. The time I spent at Britam has personally opened my eyes and provided a new perspective on life and some of the opportunities it has to offer.

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