



INDUSTRIAL ATTACHMENT REPORT

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DEPARTMENT: COMPUTER SCIENCE

INSTITUTION ATTACHED: MINISTRY OF TOURISM AND WILDLIFE
STATE DEPARTMENT FOR TOURISM

PERIOD: THREE MONTHS

INDUSTRY SUPERVISOR: GEORGE OGUTU

DATE OF SUBMISSION:

DECLARATION

This report is original work and has not been presented for any other award of degree in any other institution of learning.

Student

STUDENT NAME: KENNEDY OKONDA

REG NO: IN13/00046/20

SIGNATURE:..... DATE:.....

Organisation's supervisor

NAME : GEORGE OGUTU

SIGNATURE:..... DATE:.....

ACKNOWLEDGMENT

I take this opportunity to give my sincere appreciations first to God Almighty and my family for their unwavering and unconditional support, care, concern and encouragement during the entirety of my attachment at Ministry of Tourism and Wildlife .

I acknowledge Kisii University for imparting in me skills and time to apply them through my attachment in this organization. I would like to recognize my supervisor George Ogutu for his consistent training and guidance and for creating a harmonious environment to both learn and work. I would also like to extend my sincere gratitude to the ICT directors for their continued guidance and support. In addition, I thank my fellow attachés for their support, challenge and camaraderie.

I also note with gratitude the support from the Ministry of Tourism and Wildlife staff. The Lord's blessings be upon you.

DEDICATION

I sincerely dedicate this report to my supportive family and the entirety of School of Information Sciences and Technology of Kisii University.

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ABSTRACT

The purpose of this report is to provide detailed information about attachment, this involves description of all activities undertaken during the period, the lessons learned and challenges.

The essence of attachment is to implement the theory done in class by a student in a working environment all setup relevant to his/her course and also to add another knowledge that would assist the student in context to adapt to his/her professional environment.

The attachment commenced on May 2024 till August 2024 considering the requirement of the University where I was allowed to undergo his/her attachment within the speculated period and at least cover an override of twelve (12) weeks in the industrial attachment.

This report gives detailed information of the organization structure, my duties and responsibility as to my host department, my achievements and challenges encountered and how I overcame them, my recommendation and also the sources and reference to which I develop the report.

I started my attachment period on 14th May 2024 till 13th August 2024.

Chapter one consists of introduction, organization structure, its layout function of each sub department including the ICT department and other pertinent information of the CGTN.

Chapter two consist of responsibilities, achievements. What wasn't achieved during my attachment period, experiences and the aspects that they may need improvement, interpretation of course objectives and a look in to the gap and implemented system to solve the gap.

CHAPTER ONE

1.0 Introduction

Industrial attachment was introduced to motivate the students by gaining practical and technical skills, as a partial fulfilment for the award of a Certificate, Diploma or a Degree in order to prepare students for their working life. It gives the students the practical skills and the work environment philosophy to use their skills and principles learned in class to serve the institutions and society in general.

Due to the above reasons, Kisii University has organized 12 weeks of training in any institution of students' choice to give every student an opportunity to apply the skills and knowledge achieved during the course of study and to acquire new skills in managing relationship and carrying out the jobs assigned.

1.1 Purpose

This industrial attachment report provides a summary of the activities and duties carried out, as well as experience gained during my attachment period.

1.2 Geographical location

Ministry of Tourism and Wildlife is located at Tourism Fund building along Valley Road opposite Integrity Center next to Sarova Panafric.

1.3 Historical background

The Ministry of Tourism and Wildlife has been in existence since pre-independence and can be traced way back to 1898, when the earliest legislation on wildlife establishing game reserves was enacted and published in Kenya Gazette for the East African Protectorate of 1898. Tourism increased its importance by contributing greatly in generation of government revenue resulting to an annual growth rate of 20% in 1961.

By 1966, the government had become seriously concerned for the future of tourism industry and the rich Kenyan natural heritage. This concern culminated in the establishment of a fully-fledged Ministry of Commerce, East Africa Affairs and Tourism with the mandate of tourism development and wildlife conservation. Over the years, the ministry has separated, renamed and finally adopted the name Ministry of Tourism and Wildlife is currently headed by Cabinet Secretary Hon. Alfred Mutua. The ministry's mandate is to formulate, coordinate and administer policies in respect to the tourism sector. H.E the President Dr. William Ruto leading the fifth administration established the State Department for Tourism, Ministry of Tourism and Wildlife under the Executive Order No. 1/2022. The State Department for Tourism is mandated with provision of strategic policy, direction, leadership and development in the country. Tourism sector has been identified as one of the top priority areas for driving a double-digit economic growth rate and development in Kenya's long-term development Blueprint (Kenya Vision 2030). The Vision aims to transform the country into a newly industrialized middle-income country providing a high quality of life to all its citizens by 2030 in a clean and secure environment.

1.4 Main functions

The State Department for Tourism undertakes the following functions;

- I. Tourism Policy and Standards
- II. Development and Promotion of Tourism
- III. Training on Tourism Services
- IV. Tourism Finance
- V. Tourism Research and Monitoring
- VI. Protection of Tourism and Regulation
- VII. Tourism Financing
- VIII. Training on Tourism Services
- IX. Positioning and Marketing Kenya for local and International Tourists

The State Department also has an oversight role over the State corporations and Semi-Autonomous Government Agencies namely;

- I. Tourism Regulatory Authority (Tourism Act, 2011).
- II. Tourism Finance Corporation (Tourism Act, 2011).
- III. Kenya Utalii College (Tourism Act, 2011).
- IV. The Tourism Fund (Tourism Act, 2011).
- V. Tourism Research Institute and Monitoring Mechanism (Tourism Act, 2011).
- VI. Tourism Protection Service (Tourism Act, 2011).
- VII. Kenya Tourism Board (Tourism Act, 2011).
- VIII. Kenyatta International Convention Centre (Tourism Act, 2011).
- IX. Kenya Safari Lodges & Hotels (Tourism Act, 2011).
- X. Tourism Promotion Fund (Public Finance Management Act, 2015)-Not in the Executive Order.

The State Department for Tourism has the following roles and responsibilities:

- I. Formulate, implement and review tourism policy in collaboration with stakeholders.
- II. Coordinate and liaise with international, regional and local institutions on tourism issues.
- III. Mobilize resources in consultation with the National Treasury and other development partners.
- IV. Establish an enabling legal and regulatory framework for development of tourism.
- V. Facilitate safety and security of tourists in liaison with security agencies.
- VI. Market and promote domestic and international tourism in collaboration with stakeholders.
- VII. Develop and enforce tourism Codes of Practice in collaboration with stakeholders.
- VIII. Develop and diversify viable tourism products and promoting community participating in tourism.
- IX. Coordinate the training and development of human resource in tourism.
- X. Coordinate and implement tourism programs under the Vision 2030 projects.

1.5 Vision

A vibrant and innovative tourism industry supported by sustainable wildlife resources.

1.6 Mission

To facilitate good governance for sustainable development, management and marketing of tourism and wildlife.

1.7 Core Values

The following are the core values of the ministry:

- I. To offer quality services to clients that maximize suitable expectations of the tourism sector.
- II. To uphold integrity, honesty and transparency in all the ministry's operations.
- III. To cultivate a culture of good will among stakeholders and clients.
- IV. To promote efficient and effective utilization of public resources.
- V. To enhance social equity.
- VI. To provide leadership in all matters related to tourism industry.
- VII. To cultivate a team spirit among the entire ministry staff.

1.9 Organization Structure

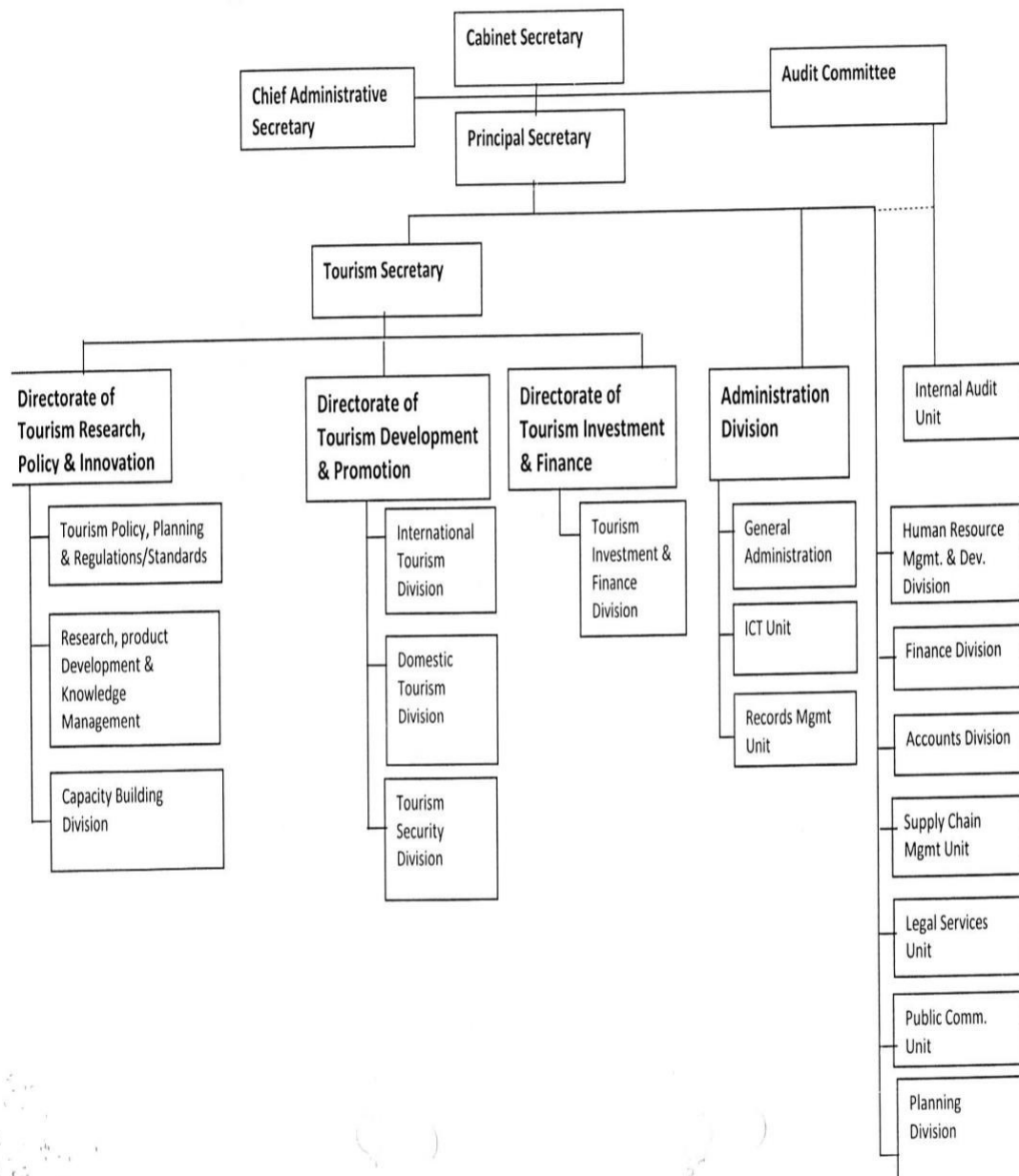


Figure 1:1 Organisational Structure

1.9.1 DUTIES AND RESPONSIBILITIES OF THE KEY DEPARTMENTS / DIRECTORATES IN THE MINISTRY OF TOURISM AND WILDLIFE

In the structure there are three state offices namely:

- Cabinet Secretary
- Chief Administrative Secretary
- Principal Secretary

In the technical structure there are 3 directorates headed by the Tourism Secretary namely:

Tourism Development and Promotion

- To develop tourism strategies, plans and promotional activities that encourage the development of tourism in Kenya as a destination of choice.

Tourism Policy, Research and Innovation

- Develop, review and implement sustainable tourism policies based on collaborative research and innovation.

Tourism Investment and Finance

- Develop tourism investment mechanisms that support the growth of tourism enterprises in the destination
- In the administrative division, headed by the Secretary Administration has the following:

DEPARTMENT/UNIT	FUNCTION
Administration	Coordination of programs and liaison with the Office of the PS.
Human Resource Division	Overall coordination and management of human resource operations/matters.
Supply Chain Division	Responsible for the management and coordination of the supply chain services.
Information Communication and Technology Unit	Maintain the computer infrastructure of the ministry.
Central Planning Unit	Provides planning services to the State Department that informs policy and strategy direction of the State Department.
Finance Division	Provides linkage between the Ministry and the National Treasury in terms of Budget; Control, monitoring and evaluation of ministerial budgetary performance
Accounts Division	Ensures strict adherence to GOK Financial Regulations, process the Commission Financial transactions, maintain accurate records, prepare Appropriation Accounts and respond to Audit Queries.

DEPARTMENT/UNIT	FUNCTION
Audit	Provide independent assurance that an ministry's risk management, governance and internal control processes are operating.
Legal Unit	To act as a liaison office with the Office of the Attorney General for purposes of addressing legal matters in the state Department

● *Table 1:1 Duties and Responsibilities of the Departments*

CHAPTER TWO

2.0 Project Background

2.1 Period of attachment

The attachment run for an 12-week period from 14th May to 13th August 2024. Both field wok and office work run concurrently during this duration.

2.2 Objectives

In joining this organization, I hoped to acquire skills and gain experience relevant to my academic career as well as social skills.

Some of them included:

- Enhance understanding of organizational and hive processes. Get a better understanding of how corporate organizations work and how people relate as they work together to attain common goals.
- Apply already acquire academic skills. Work in my area of specialization in the ICT department.
- Transform theory to practice. Map the theoretical knowledge to real world applications.
- Get exposure to human behavior in organizations both in the internal and external environment. I wanted to learn how people work at different environments inside and outside the organization.

2.3 Details of the placement department

Being attached in the department of Information and Communication Technology, I was assigned various duties and responsibilities in the departments in the ministry relative to my course while being guided and supervised by my internal supervisor.

2.3.0 The Information and Communication Technology Department

2.3.1 Key functions/activities of the department

- I. To automate core services.
- II. To maintain server functions.
- III. To provide technical support to the members of Ministry of Tourism.
- IV. To distribute computer hardware, peripheral and computer consumables.
- V. To provide software maintenance and troubleshooting.
- VI. To provide administration of emails, internet, extranet and internet facilities.
- VII. To provide data management services.
- VIII. To provide and maintain secure user-friendly information system.
- IX. To develop ICT policy and strategy.
- X. User support.
- XI. To provide network administration.
- XII. To provide hardware and software support which includes installation and servicing.

2.3.2 Main objectives of the training

General activities undertaken

- Ensuring the security of computer systems through installation, updating, and configuration of anti-viruses.
- Computer hardware and software updates
- Local area network management.
- Resolution of hardware and software issues.
- Providing onsite support to users in matters of ICT.
- Data management.

2.3.3 Assigned routine duties at the department

- Installation of printer drivers in computers
- Replacement of UPS machines
- Relocating and reforming a computer system
- Ethernet cable design and management
- Inventory data collection
- Checking switch status
- Installation and updating windows OS
- Internet troubleshooting
- Network configuration
- Attending departmental meetings
- Installing antiviruses
- Installing and updating commonly used software

CHAPTER THREE

3.0 Attachment Experiences

3.1 General activities undertaken

I partook in many of the activities related to ICT in the ministry. I learned and gained a lot of practice in the following areas:

- Local area network management

LAN by definition is organization-internal communication network. They are built and maintained internally to be used in an organization. I was involved in managing the LAN of the organization through network diagnosis, network configuration, network repair and installation of networking equipment.

- Resolution of hardware and software issues.

I took part in solving some of the software issues for example crashed computers' operating system, installing new operating systems and drivers. Both hardware and software management as well as providing onsite support to users regards ICT.

- Computer hardware and software updates

I took part in performing the necessary computer hardware and software updates and user support after new updates.

- Ensuring the security of computer systems through installation, updating and configuration of anti-viruses.

I took part in ensuring that all the computers in the organization had been installed with the appropriate anti-virus and were up-to-date

- Data management

I took part in managing the data of the organization by use of Microsoft office access and also by working with the server of the organization.

3.2 Specific activities undertaken

3.2.0 Installation and customization of software

- Installation of antivirus software (Kaspersky Anti-virus) and updating it. Installed antivirus in different computers in the organization to protect the computers from malware.
- Installation of operating system (Windows 7, 8,10, Windows server 2012). Installed operating systems on different computers in the organization by following the right procedures depending on the features of the computer
- Installation of the Microsoft Office suite application program. Installed Microsoft Office and ensured that it was up to date and running properly.
- Installing and configuration of Browsers (Firefox, Chrome). I took part in installing and configuring browsers in different computers to allow the users to surf the internet easily.

3.2.1 Hardware operations

- I took part in upgrading computers, for example, replacing CMOS battery and adding RAM in order for computers to work more effectively.
- Blew PC's and Printers cleaning them in order for them to function effectively.
- I took part in installing and resolving issues with UPS which helped during power failures
- Replaced cartridges on printers.
- I took part in replacing faulty peripherals e.g., keyboard, mouse, monitors, etc.
- I took part in setting up computers and printers in a new location.

3.2.2 Help Desk

- I helped in providing support to users who had problems in network connections by checking their computers and solving the problems.
- I helped users with printer connection problems by checking and providing the necessary assistance required for the printers to work effectively.
- I helped users to troubleshoot slow PC's by deleting the temporary files and emptying the recycle bin.
- I helped in handling users' complaints and making necessary changes in the system by explaining to them where the problem is and the action taken to solve the problem.
- I helped users with problems in using Microsoft excel by explaining and taking them through to what is required of them.

3.2.3 Computer Operations

- I took part in resolving user login conflicts and giving users access rights in the system.
- I took part in helping instructors who were unable to print and showing them the necessary steps required in order for one to print.
- I took part in filing tax returns for different users in the organization using Microsoft excel.
- I took part in enslaving of hard disk drives to enable them install an operating system in order for them to work in slow computers.
- I took part in filling data entry forms in the organization using Microsoft excel.

3.2.4 Networking

- I helped in identifying problems in the network, for example, loose cables, wrong connection from both ends.
- I helped in troubleshooting the problems of network cables and performing network diagnosis to know where the problem is and then once known you perform network repair.
- I helped in crimping Cat 5 Ethernet cables using crimping tool and RJ 45 connector and testing the cables using a LAN tester.
- I helped in configuring Ethernet cables connections to ensure there is connection from one end to the other end.

- I helped in monitoring users on the windows server to ensure every user has access to the network.
- I helped in configuring mail servers on the server to enable users share data easily and also to be maintained within the organization.
- I helped in connecting and troubleshooting D-Link routers and switches to ensure that they are on the same network in the organization.
- I took part in laying of Cat 6 ethernet cables in order to ensure data can be shared from one device to the other.
- I took part in installation of trunks in which cables are laid inside so that one cannot step on the cables while walking.

3.3 Skills and Competence gained

- Skills on installation and configuration of new technology e.g., VOIP
- How to do regular maintenance to existing hardware and computer systems.
- Skills on how to assist company staff with technology-related issues:
 - Understanding the issue and its cause.
 - solving the problem.
 - explaining the problem to the staff member.
- Knowledge in troubleshooting systems and applications:
 - Running diagnostics on malfunctioning hardware and software;
 - finding solutions for any issue and implementing it.
 - Replacing damaged or malfunctioning parts on hardware when necessary:
- Competencies in Implementing and assisting in the roll-out of new software systems:
 - Learning about the new application;
 - running tests before implementing them in all systems;
 - evaluating new applications; and
 - installing them on all systems in the firm.
- Competencies in Setting up profiles, emails, and issuing access passes in the ERP for new employees and assisting in all password-related issues. (This was done under the stern supervision of the industry supervisor).
- Skills on running security checks on all systems.
- Conducting electrical safety tests on all systems.
- Skills on the use of windows server, DHCP and DNS servers.
- Networking skills; terminating, installation, configuration, and troubleshooting of networking devices.
- Communication Skills.
 Communication skills were acquired especially when working at the computer workshop. One of the duties in the computer workshop was to communicate with users who brought complaints about their computers not working effectively and had to be assisted as soon as possible so that they could perform their duties. As a result, I learned to be polite, patient and tolerant with different characters. Good communication improves

the company's image to its outside world. With particular attention to verbal skills, I noticed a big improvement.

- **Team Work**

I have learned to work with others in a group given task and assisting other staffs in any kind of difficulties in their day-to-day task to enhance the meeting of the set Society's goals.

- **Punctuality**

Have learned to keep on time by following the set official working/ meeting hours i.e., by 8 am I should be in the office having taken care of the environment and the departure time is 5 pm.

- **Customer care**

I have learned to handle users' queries and complaints and also maintain user focus to ensure user satisfaction.

- **Efficiency and Effectiveness**

I have learned to do duties in my best ability for efficiency and as per the set standards and time.

- **Safeguarding of information**

Have learned keeping of confidential, secret information or documents entrusted to me by avoiding disclosure whether under pressure or not.

- **Professionalism**

I have learned to carry out my duties in a way that maintains public confidence in the integrity of departments attached and treating the public and my fellow workers with courtesy and respect.

- **Self confidence**

I was able to improve my confidence with time since the duties assigned to me were the same duties assigned to the staff and so I realized that I could do what the experienced staff members could do yet I was just new in the organization. I later on became adapted to the working environment.

- **Working under orders and minimal supervision**

I am competent in working under minimal supervision or no supervision and following the orders given during the assignment of a task.

3.4 An analysis of learned knowledge and applied skills

3.4.0 Applied Skills

- I applied networking skills, in managing the local area network by following the troubleshooting process effectively.
- I applied software installation and customization skills (installation of windows operating systems and management of the application software).
- I applied computer organizational skills which helped I to handle the computer as expected when problems arose.
- I applied management skills which helped me to be able to handle and interact with the management successfully.

- I applied communication skills and public relation while solving users' needs and during intercommunication with the staff.
- I applied computer hardware & peripheral skills while cleaning and troubleshooting computer workstation issues.
- I applied programming and database skills while in the process of software development and also while managing user data.

3.4.1 Learned knowledge

The industrial attachment at Ministry of Tourism and Wildlife built my confidence, skills on how to be responsible, ethical, work under pressure, accountable as well as appreciation of the importance of embracing team spirit, being committed, paying attention to details, dedication, and a giving mentality while working in any organization.

CHAPTER FOUR

4.0 Gaps/ Opportunities Identified in Operating Procedures in the Ministry Of Tourism

My quest of finding an attachment opportunity landed me in the Ministry of Tourism and Wildlife. The period between submission of my application documents to the actual time when I received my calling letter, I noticed a lot of gaps in the operating procedures of the Ministry.

After a brief inquiry, I found out that most processes were done manually and there was no system in place that would have made the works easier. I therefore took it upon myself to come up with an E-Ticketing system that would aid the process of help desk/ support and record keeping.

Design

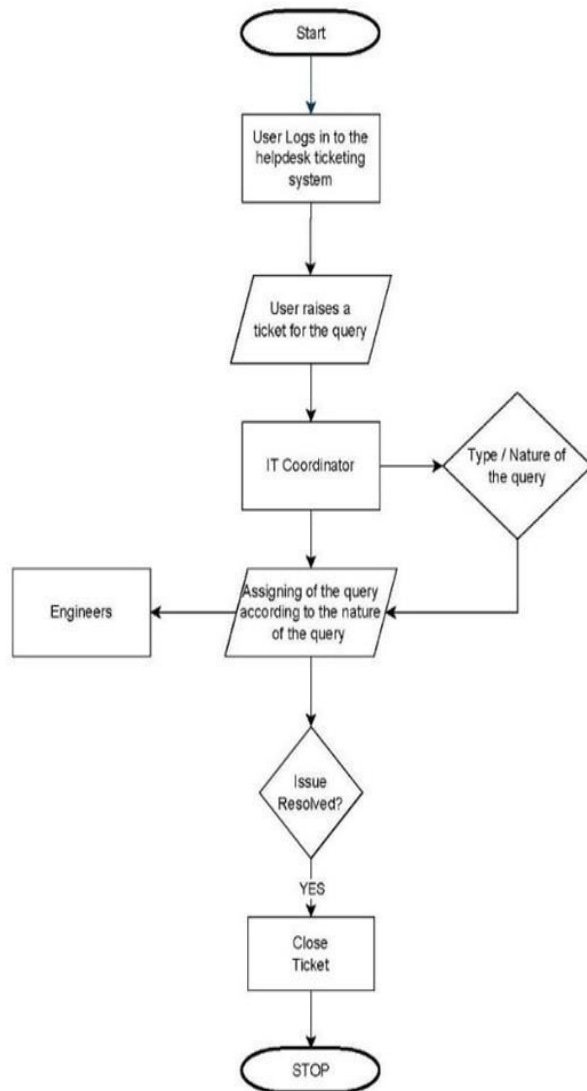
I gathered relevant information about user expectations of the system I intended to build from the ICT officers including my supervisor and fellow attaches who are the presumed users of the system and was able to have a clear guide on what was to be worked on.

I chose to implement the idea in a web version so as to cover up for all potential users.

I used object-oriented system analysis and design to model and design the requirement of the system the implementation of the system will be user friendly and will be built in HTML, CSS, PHP scripting and programming languages respectively for the web version and MYSQL for the database.

Analysis and Implementation

Below are code snippets of the E-Ticketing web application that has its frontend done with HTML, CSS and JAVACRIPT while its backend done with the XAMP and PHP server.



```
EXPLORER
HELPDESK-SYSTEM-PH...
  helpdesk-system
    > class
    > css
    > database
    > inc
    > js
    add_ticket_model.php
    config.php
    department_action.php
    department.php
    index.php
    init.php
    login.php
    logout.php
    menus.php
    ticket_action.php
    ticket.php
    user_action.php
    user.php
    view_ticket.php
    helpdesk-system.zip
  > OUTLINE
  > TIMELINE
  > CS-SCRIPT - ACTIVE

ser.php
user_action.php
helpdesk_system.sql
ticket.php
login.php
index.php
department.php X
  helpdesk-system > department.php
  1 <?php
  2 include 'init.php';
  3 if(!$users->isLoggedIn()) {
  4     header("Location: login.php");
  5 }
  6 include('inc/header.php');
  7 $user = $users->getUserInfo();
  8 ?>
  9 <title>ICT DEPARTMENT MINISTRY OF TOURISM</title>
  10 <script src="js/jquery.dataTables.min.js"></script>
  11 <script src="js/dataTables.bootstrap.min.js"></script>
  12 <link rel="stylesheet" href="css/dataTables.bootstrap.min.css" />
  13 <script src="js/general.js"></script>
  14 <script src="js/department.js"></script>
  15 <link rel="stylesheet" href="css/style.css" />
  16 <?php include('inc/container.php');?>
  17 <div class="container">
  18     <div class="row home-sections">
  19         <h2>ICT Department</h2>
  20         <?php include('menus.php');?>
  21     </div>
  22
  23     <div class="panel-heading">
  24         <div class="row">
  25             <div class="col-md-10">
  26                 <h3 class="panel-title"></h3>
  27             </div>
  28             <div class="col-md-2 align="right">
  29                 <button type="button" name="add" id="addDepartment" class="btn btn-success btn-xs">Add
  30             </div>
  31         </div>
```

```
EXPLORER
HELPDESK-SYSTEM-PH...
  helpdesk-system
    > class
    > css
    > database
    > inc
    > js
    add_ticket_model.php
    config.php
    department_action.php
    department.php
    index.php
    init.php
    login.php
    logout.php
    menus.php
    ticket_action.php
    ticket.php
    user_action.php
    user.php
    view_ticket.php
    helpdesk-system.zip
  > OUTLINE
  > TIMELINE
  > CS-SCRIPT - ACTIVE

user.php
user_action.php
helpdesk_system.sql
ticket.php X
login.php
index.php
department.pl
  helpdesk-system > ticket.php
  1 <?php
  2 include 'init.php';
  3 if(!$users->isLoggedIn()) {
  4     header("Location: login.php");
  5 }
  6 include('inc/header.php');
  7 $user = $users->getUserInfo();
  8 ?>
  9 <title>ICT DEPARTMENT MINISTRY OF TOURISM</title>
  10 <script src="js/jquery.dataTables.min.js"></script>
  11 <script src="js/dataTables.bootstrap.min.js"></script>
  12 <link rel="stylesheet" href="css/dataTables.bootstrap.min.css" />
  13 <script src="js/general.js"></script>
  14 <script src="js/tickets.js"></script>
  15 <link rel="stylesheet" href="css/style.css" />
  16 <?php include('inc/container.php');?>
  17 <div class="container">
  18     <div class="row home-sections">
  19         <h2>ICT Department</h2>
  20         <?php include('menus.php');?>
  21     </div>
  22     <div class="">
  23         <p>View and manage tickets that may have responses from support team.</p>
  24     </div>
  25     <div class="panel-heading">
```

```
EXPLORER
HELPDESK-SYSTEM-PHP-MYSQL
  helpdesk-system
    > class
    > css
    > database
    > inc
    > js
    add_ticket_model.php
    config.php
    department_action.php
    department.php
    index.php
    init.php
    login.php
    logout.php
    menus.php
    ticket_action.php
    ticket.php
    user_action.php
    user.php
    view_ticket.php
    helpdesk-system.zip
  > OUTLINE
  > TIMELINE
  > CS-SCRIPT - ACTIVE

user.php X
helpdesk_system.sql
Users.php
ticket.php
login.php
index.php
department.php
  helpdesk-system > user.php
  1 <?php
  2 include 'init.php';
  3 if(!$users->isLoggedIn()) {
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  6 include('inc/header.php');
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  11 <script src="js/dataTables.bootstrap.min.js"></script>
  12 <link rel="stylesheet" href="css/dataTables.bootstrap.min.css" />
  13 <script src="js/general.js"></script>
  14 <script src="js/user.js"></script>
  15 <link rel="stylesheet" href="css/style.css" />
  16 <?php include('inc/container.php');?>
  17 <div class="container">
  18     <div class="row home-sections">
  19         <h2>Helpdesk System</h2>
  20         <?php include('menus.php');?>
  21     </div>
  22
  23     <div class="panel-heading">
  24         <div class="row">
  25             <div class="col-md-10">
  26                 <h3 class="panel-title"></h3>
  27             </div>
  28             <div class="col-md-2 align="right">
  29                 <button type="button" name="add" id="addUser" class="btn btn-success btn-xs">Add New</b
  30             </div>
  31         </div>
```

```

ERROR 1146 (42S02): Table 'TRANSACTION.hd_department' doesn't exist
mysql> SELECT* FROM hd_departments;
+-----+
| id | name      | status |
+-----+
| 1 | Technical | 1 |
| 2 | Testing  | 1 |
| 3 | Automation | 1 |
| 4 | Design   | 1 |
| 5 | Programming | 1 |
| 7 | Security | 1 |
+-----+
6 rows in set (0.00 sec)

mysql> SELECT* FROM hd_tickets;
+-----+
| id | uniqid      | user | title | init_msg | department | date | last_reply | user_read | admin_re
ad | resolved |
+-----+
| 1 | 617181b83c1e7 | 1 | System is not working | System is not working | 1 | 1634828728 | 1 | 0 |
1 | 1 |
| 2 | 61718394c0ad5 | 2 | There are some issue!!!! | There are some issue!! | 1 | 1634829204 | 2 | 1 |
0 | 1 |
| 3 | 617bfaa5ce86d | 1 | zfsafsaf | zfsafsaf | 2 | 1635515045 | 1 | 0 |
0 | 0 |
| 4 | 617bfc35a93af | 2 | There some glitches | There some glitches | 3 | 1635515445 | 2 | 1 |
0 | 0 |
| 5 | 617c0a73661fd | 1 | there are secirty glitches!!! | there are secirty glitches | 1 | 1635519091 | 1 | 0 |
1 | 0 |
| 6 | 617c0ba6d462b | 2 | there some issues | there some issues | 1 | 1635519398 | 2 | 1 |
0 | 0 |
+-----+
6 rows in set (0.00 sec)

mysql>

```

```

Query OK, 6 rows affected, 1 warning (1.92 sec)
Records: 6 Duplicates: 0 Warnings: 1

mysql> ALTER TABLE `hd_tickets`
-> MODIFY `id` int(11) NOT NULL AUTO_INCREMENT, AUTO_INCREMENT=7;
Query OK, 6 rows affected, 1 warning (2.61 sec)
Records: 6 Duplicates: 0 Warnings: 1

mysql> ALTER TABLE `hd_ticket_replies`
-> MODIFY `id` int(11) NOT NULL AUTO_INCREMENT, AUTO_INCREMENT=8;
Query OK, 7 rows affected, 1 warning (2.22 sec)
Records: 7 Duplicates: 0 Warnings: 1

mysql> ALTER TABLE `hd_users`
-> MODIFY `id` int(11) NOT NULL AUTO_INCREMENT, AUTO_INCREMENT=5;

Query OK, 2 rows affected, 1 warning (2.35 sec)
Records: 2 Duplicates: 0 Warnings: 1

mysql> COMMIT;
Query OK, 0 rows affected (0.00 sec)

mysql> SELECT* FROM TRANSACTION;
ERROR 1146 (42S02): Table 'TRANSACTION.TRANSACTION' doesn't exist
mysql> SELECT* FROM hd_departments;
+-----+
| id | name      | status |
+-----+
| 1 | Technical | 1 |
| 2 | Testing  | 1 |
| 3 | Automation | 1 |
| 4 | Design   | 1 |
| 5 | Programming | 1 |
| 7 | Security | 1 |
+-----+
6 rows in set (0.00 sec)

mysql>

```


4.1 Analysis, observations and critique

4.2 Organization Analysis

SWOT analysis is an analytical method which is used to identify and categorize significantly internal factors i.e., Strengths, weakness, opportunities and threats. Factors either influenced in a particular arena, such as an organization or a territory. It provides information that is helpful in resources and capabilities to the competitive environment in which it operates and is therefore an important strategic planning process. It should not be viewed as a static method which emphasis solely on its output but should be used as a dynamic part of the management and business development process. Acronym SWOT means:

Strengths -Internal attributes and resources that support a successful outcome

Weaknesses -Internal attributes and resources that work against a successful outcome

Opportunities-External factors the organization can capitalize on or use to its

advantage Threats-External factors that could jeopardize the project.

4.2.0 Strengths of the firm's IT department.

The IT department comprises of highly skilled employees who are determined to do their work diligently to improve the performance of the entire organization.

The organization has enough capital and funds to enable IT to upgrade for example servers, PC's, applications, etc. to enable efficiency and effectiveness.

4.2.1 Weakness of the firm's IT department

The IT department is under-equipped with the necessary equipment needed for the running of the organization which leads to delay in meeting deadlines.

The IT department is understaffed.

The firm's ERP is semi-automatic which makes most of the work like processing students results tedious and risky.

Some staff members in the organization have little skills in computers thus more support is escalated to the IT department which is sometimes tedious.

4.3 Observations

I observed that there was a relationship between what I learned in the university and what is practiced in the industry. I realized that the computer workshop had meetings frequently which enabled the department run its day-to-day activities effectively. There was a good inter-relation between the junior staff and the senior staff and also among the staff members. The instructors had leadership qualities since they always led by an example.

4.4 Critique

4.4.0 Challenges and opportunities faced during the field attachment

During my period in attachment period in this institution I faced different challenges. These challenges were made to “harden off” my ability to acclimate in any working environment and give results irrespective of the magnitude of the problems and challenges encountered.

These challenges include: -

- I. Financial challenges since the expenditure was high to pay for rent, food and other daily expenditures.
- II. A hardship in adapting to the new environment since the place is far from home and the climate is different.
- III. Limited period for training on the activities done by the company.
- IV. Limited access to the company's system; The concealment and controlled access of the system through administration and access password for login limited the practice of the concept covered during the industrial attachment.

During my attachment period I also faced some opportunities. These opportunities include:

- I. I managed to get the exposure of the real situation outside the school normal learning.
- II. I got the opportunity to transform the theoretical learning I have acquired in school into practical aspects.
- III. I got the opportunity of interacting with different employees who gave me confidence in a job environment perspective.
- IV. I had an opportunity to work under pressure with minimal supervision and this made me to be able to adapt to any working environment and also meet targets within the stipulated time.

Although I faced different challenges during my attachment period, I was able to overcome them in the following ways: -

- I. The management was lenient to me and they supported me with lunch which could sustain me through the day and enable me to save some money.
- II. The management was very friendly and welcomed me very well to a point that they helped me adapt to this environment quickly than I expected and also, they made me to feel free with everybody in the organization.

4.5 Relevance of attachment to training

- The program has enabled exposure to the real world of IT with a lot of ease to fit in which would not have been achieved in just an ordinary class lecture.
- It has helped me to assess the occupation of the career that I am planning to specialize in the future.
- It has enhanced the bond and network with the company giving me a good opportunity for job entry.
- Working in IT support made I to get exposed to an opportunity of a lifetime to apply the theoretical knowledge and skills acquired in class.

CHAPTER FIVE

5.0 Summary and conclusion

5.1 Summary

While attached in the Ministry of Tourism, I had great expectations which could mould me and be competitive in various work stations and also develop my skills as I expand and maximize the knowledge, I have acquired in class work.

My expectations were met during my attachment period while working under the department of Information and Communication Technology. The job scope and duties assigned focused primarily on hardware, software, and networking. The work here was extremely relevant to my studies as it includes most IT aspects. During the period of attachment, valuable knowledge was gained through active participation and inquisitive learning. Knowledge of how to handle hardware devices for example repair, cleaning and maintenance was acquired. Knowledge of servers, LAN connection, IP phones, DNS, DHCP, and routers was also gained. This industrial attachment proved to have highly complimented the student's insight into the information technology world. It was a beneficial and educating experience.

5.1.0 Evaluation of work completed

Evaluation of work completed is done so as to ensure that the work done is correct and with no errors. It is also carried out so as to analyse done was effective and if it met the pre- determined goals and objectives. After extensive evaluation of work done, results attained are utilized in the process of decision making and resource allocation to enhance productivity.

5.1.1 Personal and professional development

As an individual, it is quite evident that the experience I gained, can allow me function elsewhere effectively with much ease, either under supervision or on my own.

5.1.2 New skills acquired

My stay in Ministry of Tourism and Wildlife resulted in gaining a lot of skills, which includes technical skills, communication skills, analytical skills, human relation skills and conflict handling skills.

a. Technical skills

Working at Ministry of Tourism and Wildlife helped me in acquiring new skills, priors to attachment little knowledge about other departments was acquired.

b. Communication skills

Communication skills were acquired when working at ICT department. One of the duties in the department was to communicate with users who brought complaints about their computers not working effectively and had to be assisted as soon as possible so that they could perform their duties. As a result, I learned to be polite, patient and tolerant with different characters. Good communication improves the company's image to its outside world. With particular attention to verbal skills, I noticed a big improvement.

c. Self confidence

I was able to improve my confidence with time since the duties assigned to me were the same duties assigned to the staff and so I realized that I could do what the experienced staff members could do yet I was just new in the organization. I later on became adapted to the working environment. I could even complete tasks from one department to another under the clear notion that I was doing the right thing. I gained confidence and believed in myself and gave my very best in the duties assigned to me.

d. Self-initiatives

I had a motivating force that helped execute my duties. I did not hesitate to consult my supervisor whenever faced by a problem while executing my duties.

5.1.3 Personal Development

Assessment of the working environment was done at arrival at Ministry of Tourism and Wildlife . I was oriented on the first day and was familiar with all the departments as well as the staff members. Adopting the way of life at the place was next, followed by adapting to the environment in it. Necessarily adjustments to personal characteristics were made to suit the people at the ministry and the ups and downs found in all working environments. Mastering time usage for extreme productivity and overcoming procrastination of tasks were part of the learnt tips. I learnt from my supervisor that there are only two ways to succeed i.e., knowing what one wants to do and then doing it. I also learnt that to succeed in any field, personal motivation and cultivating burning desire to keep moving towards your goals was vital.

5.1.4 Assessment of the work-related learning.

The three months spent at Ministry of Tourism and Wildlife was not just a formality so as to adhere to the Degree in Computer science, rather it was a productive learning process that exposed me to the real working environment practical technical situations that are often presented at the university were made real through this process. It gave me the necessary practical experience needed in developing future information technologists. This was more than a mere academic process as I matured in their individuality improving interpersonal communication skills.

5.2 Conclusion

Attachment is one of the exercises considered to be important in the life of the student. It provides a user experience for the student. Attachment at Ministry of Tourism and Wildlife provided useful knowledge where new skills and experience were gained. The attachment was a good exercise that helped attaché find his area of weakness and strengths. Despite the few challenges, I was able to meet most of my objectives.

5.3 Recommendation

My attachment in Ministry of Tourism and Wildlife being successful, there are some issues which I would like to recommend and if they are put into consideration, they can improve the services of this great institution. They include:

- I. The department should allocate more office space in all departments to reduce congestion of workers in the office.
- II. There should be more fieldwork opportunities for attaches in various departments to expose them to real practical work involving departments in which they are attached. As it helps them learn more than office work.
- III. Offer financial support to students during the attachment period.
- IV. They should adopt new modern equipment to fasten delivery of services to the outside members of the organization and also to reduce on the operating cost.

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