

MULUNGUSHI UNIVERSITY

INDUSTRIAL ATTACHMENT REPORT

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PROGRAM: BsCS IV

COURSE: ICT 309 – INDUSTRIAL ATTACHMENT

ORGANISATION: MINISTRY OF TOURISM AND ARTS

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1. INTRODUCTION

This report is prepared to highlight the activities, challenges and lessons learned during the undertaking of my industrial attachment which is a requirement for the completion of my degree program at Mulungushi University.

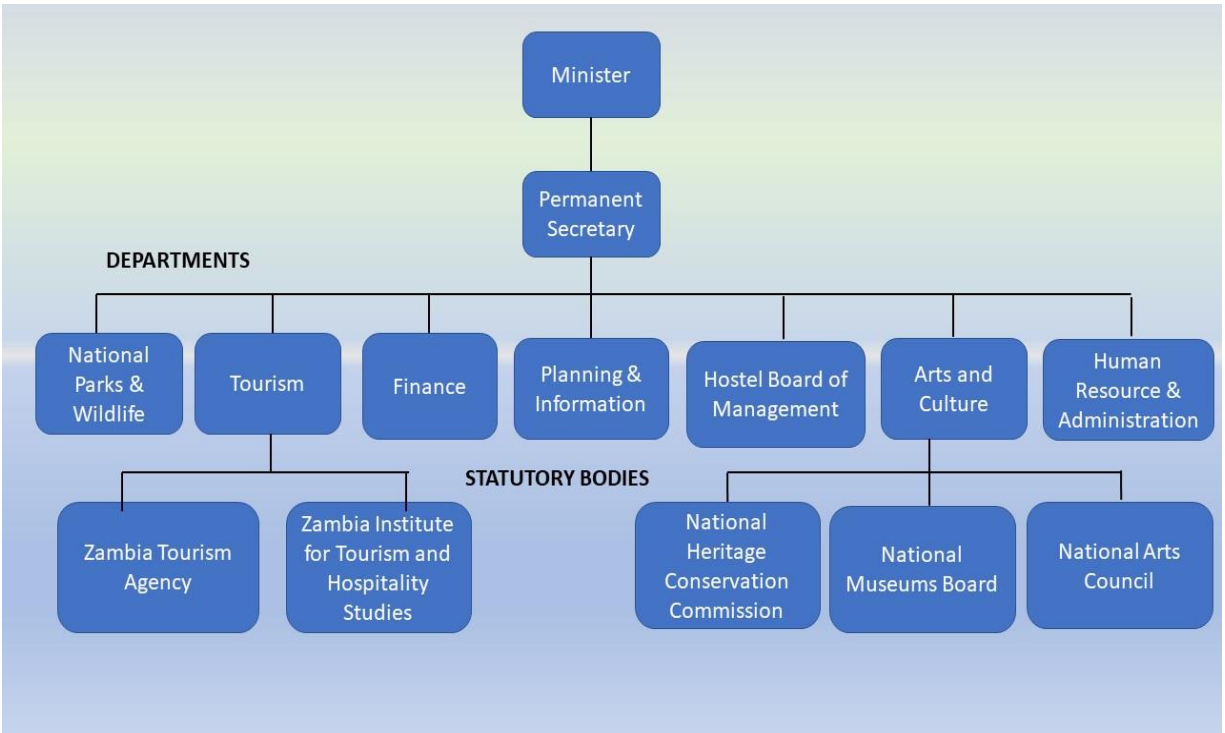
On 30th of July, I was handed an engagement letter confirming that I could begin my attachments at The Ministry of Tourism and Arts in the Department of Planning and Information. During the month of August, I have worked in this department under the Data Manager and Senior Systems Analyst and Programmer/Analysts of the ministry.

1.1 BACKGROUND

The Ministry of Tourism and Arts is a governmental body that oversees all tourism, art and culture related activities in Zambia. It is responsible for monitoring and maintenance of cultural, heritage and conversation sites in the country, providing and maintaining tourism infrastructure and regulates establishments that provide hospitality services through Zambia Tourism Agency.

The ministry also creates several policies and programs to promote Zambian culture through various art forms and presentations. The ministry is comprised of various departments one of which is the department of Planning and Information whose responsibilities include data collection and entry and preparation of information for planning.

The ministry is headed by his Hon. Ronald J. Chitotela, Minister of Tourism and Arts. The organisational structure of the Ministry is shown below:



2. DESCRIPTION

My attachment to the ministry is a full-time internship which involves training and carrying out different tasks given to me by a supervisor who is meant to be any member of the department occupying the position of senior analyst.

2.1 TASKS

The tasks I have undertaken so far are described below:

1. Providing technical support to the members of staff: This includes installing software on staff computers (Operating Systems, application software and utility software), Network troubleshooting and connectivity as well as running computer diagnostics and troubleshooting.
2. Performing diagnosis and maintenance of employees' computers in the ministry.

3. Setting up Virtual Meeting and providing assistance: Due to the global pandemic, the Ministry has embraced technology and innovation and begun to use virtual meeting software for all internal and external meetings. My tasks have therefore included scheduling and inviting participants, setting up equipment and troubleshooting technical problems.
4. Data Audit System (Project): The Department of Human Resources and Administration conducts an annual audit of employee records. I was given the task to create a web-based system for the department to improve this process. Activities in this project include, requirement specification gathering and analysis, system and database design and coding and testing.
5. Learning from the technical staff in the Ministry to further enhance my IT knowledge from an industrial perspective.

2.2 OBJECTIVES AND EXPECTATIONS

The main objectives and expectation from my attachment are listed below:

1. To gain a deeper appreciation for organization and professionalism by working like a civil servant in the ministry.
2. To improve my people skills by working with people of the same and those of different professional backgrounds.
3. To be equipped with knowledge and skills I will use and teach others during the course of my career.
4. To gain exposure in a working environment.
5. To complete my training and complete each task in given to best of my abilities and to always being willing to learn new things.

3. CHALLENGES

These are some of the challenges faced and ways of overcoming them:

1. Covid-19 Restrictions: Due to directives given by the ministry of Health, interactions with other employees has been reduced leading to fewer chances of training and engagement. However, understanding that such restrictions are necessary, I endeavor to be patient and seek out any opportunity to engage Ministry employees in a responsible manner, following guidelines.
2. Power Outages: The inconsistencies in power supply has made it difficult to work as most activities I was assigned are dependent power. This challenge has given me the opportunity to learn and enhance my ability to prioritize and plan my time effectively.

4 LESSONS LEARNED

During the period my attachment, I have learned the following lessons:

1. The importance of punctuality.
2. How Government organizations outsource software development projects.
3. How to schedule, support and manage virtual meetings and use various virtual meeting software.
4. How government ministries are organized and operate.

5. RECOMMENDATIONS

Industrial attachments are an important part for the development of students as they begin their journey in their chosen profession. Hence I recommend that more support should be given to students by preparing them for work in different organizations and also by sending students to companies and organizations that are willing and expecting students to come to them for attachments. Such support

will encourage students to perform well during attachments and allow companies to groom students as potential employees even before they graduate.

6 CONCLUSION

The time I've spent attached to the ministry has given me an opportunity to apply myself in new environment and is continuously imparting me with new skills and values I aim to apply throughout my career and I look forward to learning more. This report has described the activities, challenge and lessons learned during my attachment at the ministry, the report also includes my recommendations. Please note that during the preparation of this report I was still undertaking my attachment.