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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *August 2015* |
| **Date of review:** | | *06/08/2015* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *During my first month I was introduced into my role and setup my own laptop and configured the software by using the Microsoft deployment toolkit a fairly straightforward process but it was good to see how the deployment had moved from simply using ghost images and entering in license keys manually.*  *Once setup I was then shown the Supportworks support desk software and provided with instructions on how to; log, accept and close calls that are submitted and completed my own work items that had been left open for training purposes.*  *There are a lot of different systems I was introduced to such as the cisco VPN software and Logmein rescue for remote support. There are also in-house software packages such as the Bard2Go app used for syncing documents and literature for nurses and doctors that I learned how to install as it’s an enterprise app unavailable in iTunes and the install process is slightly different. I was also able to create a user account in the cms system.*  *I also had my HR induction and multiple training courses via the online training system from social media training and business ethics to data protection and training in the foreign corrupt practices act.*  *My manager also provided me a tour of the building and evacuation and fire safety training.* | | |
| **Use the box below to summarise any help or support required** | | |
| *The training I was provided was excellent and so I only required the odd reminder on where programs and data is stored on the server.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *Most of the month consisted of a lot of training and support that I have outlined above.* | | |
| **Use the box below to summarise any achievements:** | | |
| *I was able to settle in to the team easily and most noted how they were treating me just as any other member of the team who have been around longer.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *September 2015* |
| **Date of review:** | | *24/09/2015* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *DR*  *Helpdesk meeting*  *Encryption*  *Placed details form* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
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| **Use the box below to summarise any achievements:** | | |
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| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *October 2015* |
| **Date of review:** | | *15/10/2016* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *General Security Awareness Training 2015*  *Security awareness*  *Information protection* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
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| **Use the box below to summarise any achievements:** | | |
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| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *November 2015* |
| **Date of review:** | | *26/11/2015* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *Stolen laptop block device, remove VPN and disable account*  *Server security registry edit*  *Virus detection on JHB laptop*  *Bard2Go iOS 9/sync issues* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
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| **Use the box below to summarise any achievements:** | | |
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| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *December 2015* |
| **Date of review:** | | *23/12/2015* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *Bard Ethics Policy and Annual Certification 2015-2016*  *Meeting with Manos*  *AIX and Unix training* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
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| **Use the box below to summarise any achievements:** | | |
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| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *January 2016* |
| **Date of review:** | | *28/01/2016* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *Bard2Go password reset and support logging in as user failed to sign in*  *Remote laptop configuration*  *Virus on laptop* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
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| **Use the box below to summarise any achievements:** | | |
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| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *February 2016* |
| **Date of review:** | | *17/02/2016* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *Microstrategy*  *Laptop had multiple issues*  *Printer call out – stuck on boot screen* | | |
| **Use the box below to summarise any help or support required** | | |
| *Help from BI team* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *Provided correct link for EU system* | | |
| **Use the box below to summarise any achievements:** | | |
| *User with multiple issues said they would contact me directly from then on and thanked me for my help* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *March 2016* |
| **Date of review:** | | *24/03/2016* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *Safenet VPN issues changed to German portal to resolve most issues, not able to connect to scripteasy*  *Printer issue – staples in the motherboard and again due to loose cable*  *Outlook calendar checking tool* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
| *Outlook calendar checking tool* | | |
| **Use the box below to summarise any achievements:** | | |
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| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review |  | |

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| **Student name:** | | *Adam Worley* |
| **Employer:** | | *Bard Ltd* |
| **Line Manager/Supervisor name:** | | *Matt Saunders* |
| **Visiting tutor:** | | *Emmanouil Panaousis (Manos)* |
| **Month:** | | *April 2016* |
| **Date of review:** | | *21/04/2016* |
| **Use the box below to summarise the month’s activities. Include technical and administrative work undertaken, any training and development, events attended *etc.*** | | |
| *Equipment transfer*  *Townhall meeting*  *Updating CV* | | |
| **Use the box below to summarise any help or support required** | | |
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| **Use the box below to summarise any help or support obtained:** | | |
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| **Use the box below to summarise any achievements:** | | |
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| Signed (Line Manager) |  | |
| Date of next monthly review |  | |