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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 | **24/09/2015** | |

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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.*** | | |
| *I visited the IBM server site in Greenford for disaster recovery training with the infrastructure team, I shadowed many members and was able to see many different aspects of the data recovery process.*  *Helpdesk meetings are held on weekly bases and allow me and my colleagues to share issues and solution that have been found and keep us on track for any outstanding tasks.*  *Due to some users requiring use of a system called scripteasy that stores patient data for use by nurses and some other members of staff, these devices need to be encrypted and so setting up a new nurses laptop was my first experience of using the Symantec encryption client. The install process straight forward mostly requiring the encryption software and management agent to be installed separately. There is an extra step however once the device has been encrypted and that is to alter the keyboard setting for the client when prompted at boot as by default it is the US layout and causes issues when using a password with symbols; this is done by the command line. As I knew this would be an infrequent task I created a wiki entry available on the intranet to provide instructions for myself in the future and anyone else new to the job role.* | | |
| **Use the box below to summarise any help or support required** | | |
| *As I had not encrypted a device using the software before I needed to be shown how to do this task.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *My colleague ran me through the process and I took some notes of the command line command for the key mapping tweak and the location of the encryption software.* | | |
| **Use the box below to summarise any achievements:** | | |
| *I encrypted a couple more laptops after being shown without any issues and dispatched the laptops for use by the new nurses.*  *The disaster recovery allowed me to learn a lot of new things and see various aspects of different job roles.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | **15/10/2015** | |
| **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.*** | | |
| *After a few months of settling in I have now started to gain tasks from the J.D. Edwards team; they have asked for me to perform the daily integrity checks on the reports ran overnight and the larger batch processed over the weekend. I have been shown which reports to check and what to look out for.*  *I assisted in the installation of a couple of new storage servers in the server room it was interesting to see the levels of redundancy in the server we with a couple of power supplies in the event of one failing and the data was going to be stored in RAID 5 to allow for greater speed and data redundancy in the event of a drive failure.*  *I had multiple short courses to take and be signed off on for general security awareness and information protection.* | | |
| **Use the box below to summarise any help or support required** | | |
| *With multiple different reports and many different forms of errors that could be produced by each one I had to make notes during my training but got used to it after a couple of weeks.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *On the few questions I had on new issues or potential errors that were being displayed I would email the head of the JDE support team and she provided me with all the help I needed.* | | |
| **Use the box below to summarise any achievements:** | | |
| *In less than a month I am now able to inspect the reports produced by JDE and flag them in supportworks for any backend issues to be resolved, each week I am becoming more confident in checking the reports and in reduced amount of time.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | **26/11/2015** | |

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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.*** | | |
| *A stolen laptop of a member of staff in Johannesburg was reported to us and so I immediately blocked the device from the network and removed access by VPN. I instructed the user to change their password on the temporary laptop replacement they had received to reduce the risk of anyone gaining access to the data held.*  *We receive messages from our network team of suspicious activity that’s linked to virus detection and we received an alert there may be an infection on a Johannesburg laptop and so I proceeded to contact the owner of the laptop to perform several scans to clean the machine. After initiating a remote session I ran the basic antivirus installed on the laptop and that detected and removed an issue, I then performed a second scan for malware and this produced clean results and the warning being received by the network team and ceased.*  *Several users in Russia were having issues connecting to a server they had recently be provided access to, the issue was due to the way windows 7 handles security certificates compared to server 2000, by editing registry key on the users device windows 7 would allow for a connection as it was no longer requiring authentication and was a work around as it was infeasible to upgrade the server OS.* | | |
| **Use the box below to summarise any help or support required** | | |
| *The server issue was a new issue I had not come across before and required research to find a solution to the problem, after searching for a solution and ignoring ones that wouldn’t work I finally found the solution.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *After asking if any of my colleagues had experienced this issue they didn’t know what the issue was due to the vague error message and so required my own research for a solution.* | | |
| **Use the box below to summarise any achievements:** | | |
| *I found the solution to the problem by independent research into the error.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | **23/12/2015** | |

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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.*** | | |
| *I met with Manos for the first time and spoke with him and my manager in regards to my placement and how things were going and if there was anything that was an issue.*  *Bard Ethics Policy and Annual Certification is a training course I needed to complete to remain compliant with Bard training.*  *AIX and Unix both are very similar to Linux that I have had experience with in the past however it had several nuances that were interesting to learn. I also learned for the first time what the chmod codes were and how they affect file permissions.*  *Due to an update to the security policies of iOS 9 the install process of the Bard2Go app changed and would require users to enter the settings menu on the device and allow the app developer of Bard2Go. This also caused some sync issues for users as the app often needed to be re-installed once the iOS update had been completed.* | | |
| **Use the box below to summarise any help or support required** | | |
| *In regards to the AIX and Unix training I was being taught by the AIX specialist and he provided me documentation to help with multiple aspects of navigating the system and using multiple terminal commands to create, delete and edit files all from within the terminal something I wouldn’t usually do, opting for GUI systems instead.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *Any issues I may have had were documented in the file provided and so I had no need to ask for further assistance.* | | |
| **Use the box below to summarise any achievements:** | | |
| *I learned a lot from the AIX training and documentation and feel this will help we greatly in future as terminal commands are very powerful and useful especially on lower powered systems or old systems.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | **28/01/2016** | |

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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 has very few issues however the most frequent are syncing issues and corrupt documents, as well as users being locked out due to forgotten password. The app on first sign in will allow the user to set a PIN to make access easier and so it’s rather easy to forget a password several months later. Using the support console I reset failed password attempts and changed the password to allow users to sign in.*  *A new user in Russia required their laptop to be configured as there is no local IT support, after being able to sign into the local admin user account and adding the new account as an admin account, due to the way the system works the network account needed to be made local and by switching users this would not allow for the account profile to be created locally, by instead running a program as a different user from within the admin account this will allow the profile to be created and then the user was able to sign in.*  *In Johannesburg there was an infected laptop that needed to be scanned, by initiating a remote desktop session I was able to perform several scans and remove the issues, however due to the user having to use 3G connection I would often lose connection making the situation harder and take longer as I would need to stay on the phone with the user to allow me to connect again.* | | |
| **Use the box below to summarise any help or support required** | | |
| *For the user in Russia I was having issues with configuring their VPN software and so requested help from my colleagues.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *My colleagues helped me and noticed that I had not closed the program in the admin account and this is what was causing the issue.* | | |
| **Use the box below to summarise any achievements:** | | |
| *I was able to able to assist the new user in Russia by having to use some workarounds to avoid losing remote connection.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | **17/02/2016** | |

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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 is one of the business intelligence (BI) applications and is web based, sometimes users have issues accessing the website and receive errors or a message informing them the project doesn’t exist. One user was having issues with accessing their page and so I asked one of the BI team for assistance, they informed me the user was trying to access the American link that they didn’t have access to and so they provided me the correct one that I was able to forward over to the user.*  *There was a helpdesk ticket to assist a person in South Africa as they were having issues with accessing email and during the remote session it became apparent there were further issues, I performed a couple of virus and malware scans and revealed over 1800 issues. After resolving all of these I was able to resolve the email issue by recreating the OST file for the email account.*  *There are multiple large multifunction printers in the office one was having issues and had been stuck in saying it was cleaning for over 6 hours, the process can take up to an hour and so this was clearly an issue, after trying to turn the printer off and on again to see if that would resolve the issue, the printer booted to an error screening saying to reboot the device, in doing so the same message would appear again. I called xertec the engineer and support service for the printers and they arrived the next day; they informed me the issue was a loose connection and they had fixed the issue.* | | |
| **Use the box below to summarise any help or support required** | | |
| *With the BI issue as it isn’t something I’ve had much experience with I needed help to identify the issue.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *The BI team provided the correct link for the EU system after I had asked for help.* | | |
| **Use the box below to summarise any achievements:** | | |
| *The South African 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 | **24/03/2016** | |

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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.*** | | |
| *There was a major issue with the Safenet VPN system and it was rejecting users from accessing the VPN connection, after some trial and error it appeared that it was the UK portal that was having issues and by changing to the German portal it resolved most issues, however nurses were unable to connect to scripteasy due to the security around the system as the data is to remain within the UK due to data governance. Luckily only a few nurses had the issue with connecting and the issue was resolved by Safenet the following day.*  *Once again the printer that had issues last month was unable to print as the screen would only display the booting green screen with a graphical glitch happening at regular intervals leading me to be believe it was stuck in a boot loop the issue it turned out to be was staples in the motherboard and the following day the same printer had issues this time it was again due to loose cable connections from the previous engineer that had cleared it of the staples.*  *I often deal with Outlook calendar issues and one of my colleagues was able to find a checking tool that would be able to root out the problem. The main issue with resolving the calendar issues is the numerous ways that issues can arise and by having this tool it greatly reduces the amount of trial and error in resolving problems.* | | |
| **Use the box below to summarise any help or support required** | | |
| *As the printers are closed off and have only limited accessibility by the IT department, I need to contact Xerox to have an engineer come out and resolve our issues.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *The Outlook calendar checking tool was a great help even though I hadn’t sought out the help myself it was much appreciated.* | | |
| **Use the box below to summarise any achievements:** | | |
| *I was able to assist users having trouble connecting to the VPN and advised how to avoid any issues. After the issues with the safenet connection as a security precaution users would need to provide two tokens, one as normal and one as a separate prompt box and most users needed to be helped as the prompt message was fairly vague.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | **21/04/2016** | |
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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.*** | | |
| *I Created a C# Program using SOAP for LogMeIn user account creation; by using the support page on the LogMeIn website I was able to develop a console application that was able to read in a CSV file of new user data and allow a master admin to sign in and create users under several containers. This allowed for over 100 users to be able to be created very quickly and easily freeing up a lot of time.*  *I also attended a town hall meeting in which there is a presentation on how the company is doing and upcoming products.* | | |
| **Use the box below to summarise any help or support required** | | |
| *There were several issues with the example code provided for the C# and SOAP utilisation for LogMeIn and it required quite a lot of independent research to successfully create the application.* | | |
| **Use the box below to summarise any help or support obtained:** | | |
| *I did contact LogMeIn Support for assistance however I didn’t receive much useful help, instead I was told to look at the examples on their website.* | | |
| **Use the box below to summarise any achievements:** | | |
| *Created C# Program using SOAP for LogMeIn user account creation, this was a bit of a challenge as it used C# and SOAP both of which I haven’t had previous experience with.* | | |
| Signed (Student) |  | |
| Signed (Line Manager) |  | |
| Date of next monthly review | TBC | |