

## REPORT OF PRIVATE SECTOR PLACEMENT AT DEWCIS SOLUTION LIMITED

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### ❖ Overview

This report entails the activities, experiences, achievements, challenges and recommendations carried out during the period of private sector placement at DEWCIS SOLUTION LIMITED by Miriti Evan. Dewcis is a leading provider of information Technology solutions and services that enable organizations to have access to accurate, relevant and prompt information that is necessary to survive in today's competitive world. The organization vision is to provide information Technology Solutions with the aim of enabling organizations maximize performance increase revenue, satisfy customers and make and maintain profit. The organization offers diverse solutions in multiple domains.

The organization has three directors headed by the Mr. Dennis Gichangi. There are several departments in the organization. I was assigned to the department of Networking and assigned Mr. Hillary Munene Kinyua to be my supervisor. The department is headed by The Director of Infrastructure Mr. Pharis Mwangi.

The internship period at Dewcis Solution Limited, stretched over a three months and two weeks. I reported to Dewcis Solution Limited on Tuesday 17<sup>th</sup> January 2017 and ended the internship on Friday 28<sup>th</sup> April 2017. Over this time, I was involved in various tasks and activities in the networking department and the organization in general. The Networking department had several projects and programs that were rolling on that offered me great environment for hands on experience.

## ❖ Experiences

During the internship I was involved in various tasks. These tasks and activities offered me divergent experiences that have sharpened my professional skills much. The main tasks I was engaged with in my day to day activities are categorized into these groups:

### i. Monitoring Networks

This was the major assignment that I performed while at Dewcis Solution Limited. Monitoring Networks and Systems entailed live and continuous inspection of all the client networks that were connected to the Organizations network. This comprised of detailed analysis of the networks accessibility and availability. The Organization offers several services to its clients, that they have hosted within their in-house server room. I was involved in monitoring and ensuring the organization met its promises in terms of efficient and reliable delivery of these services. This was achieved through consistent monitoring of the servers to ensure high levels of availability and expedient resolution of faults arising from the systems. The tool employed by the Organization to monitor the network is SolarWinds Network Monitoring Software; a high-end tool for this employment.

### ii. Providing support to Dewcis Clients

Dewcis has numerous clients spread across the nation. Amongst the numerous services they offer, one of the major services is technical support too all the Galileo software users in the country. Galileo is an air ticketing solution offered by the multinational company; Traveport Limited. I was therefore involved in offering the day to day support to these clients since Dewcis is the contracted firm to offer technical support by Traveport in Kenya.

### iii. Configuring Network Devices (Routers, Access Points (Unifi firewalls)

Inclusive of the support was configuring network devices and equipment that were to be deployed to the organization clients after the sites were commissioned or in cases of replacement of faulty gadgets. This entailed configuring Mikrotik routers, D-Link switches, and access points mostly Unifi as well as configuring new hardware with the appropriate software and packages. These assignments broadened my expertise in the hardware domain.

#### iv. Site visits – Inspect Network, troubleshoot and Install new devices

Often, I was involved in teams that were deployed to visit clients to carry out analysis and design of LAN network for client, subsequent laying of the networks and installing or replacement of hardware and networking devices.

#### v. Troubleshooting

This entailed working with the clients to troubleshoot all the day to day problems they encountered while using the organizations solutions and services. Also as part of the networking department, I was involved in troubleshooting all the problems the staff encountered that related to networks and information systems that were run in the organization. Another assignment was to maintain contact with all the organization's network service providers, to troubleshoot any problem that arose.

### ❖ Achievements.

During the time is spent at DEWCIS, I achieved numerous accomplishments. Listed below are the accomplishments I managed to attain.

- a. Comprehensive knowledge of monitoring networks using solar winds network management tool
- b. Resolution of all issues that clients were encountering that I was assigned to resolve.

- c. Configuring routers and wireless access points that were deployed to clients premises.
- d. Analysis, designing and installation of LAN network in client premises
- e. 95% closure of all trouble tickets that were assigned to me
- f. Consistent interaction with the organization service providers to resolve network problem and any other arising matter within the shortest time frames.

## ❖ Recommendations

When we were deployed for private sector placement, the initial duration of our stay was stipulated at two months. However during my stay at DEWCIS, I noted that this would be a short duration to get introduced to the organization's ethos and business processes, get inducted into the operations and progress on to gain mastery of the duties and responsibilities to tackle. With that short period the trainee is subject to missing out on the opportunity to gain more experience by actual completion of projects they get involved in when they join private sector companies. With this regard, I am very grateful to the Secretariat for accepting the request from the director of Dewcis Mr. Dennis Gichangi, to extend my stay up to three and half months. This opportunity that was extended to me served to better and equip me more compared to the status if I were to leave the organization prematurely. With this regard I recommend that the Secretariat restructure the duration of private sector placement from the current two months to at least three months.

## ❖ Conclusion

My stay at Dewcis Solution Limited has been one of the best environments I have acquired hands on experience in my Information Technology profession. The tasks I was involved in that dealt directly with the clients were both challenging and educative due to the diversity of the issues brought up. All these engagements constituted immensely to my overall learning experience as well as sharpen my interpersonal skill a great length. For this, I am grateful to Mr. Dennis Gichagi the Overall Director of Dewcis Solution

Limited for offering me the opportunity to work at Dewcis with the great pool of talented professionals in the Organization. I also commend Mr. Phares Mwangi the Director of Infrastructure for his leadership and tireless effort to ensure I gained optimal experience in this domain. I register my gratitude to Mr. Hillary Munene who was my supervisor, for his unequivocal friendship and great will to better my learning experience during my stay. I also appreciate my colleagues in the networking department, with whom we spent hour, day in day out: Mr. Ronald Gitari, Mr. Samuel Jackson, Miss Grace Atieno and Mr. Jason. DEWCIS SOLUTION LIMITED is surely one of the best places to work at, due to the professionalism and great pool of talented staff who are working together to make great achievements.