**PDTP INTERNSHIP REPORT**

**BY PHILIP N MURIUNGI**

# INTRODUCTION

I would like to thank Ministry of Health in conjunction ICT Authority management for providing me with this great opportunity to work with you. It has truly been an honor and an experience working you.

Timely decision making, team work, consistency, innovation, creativity, are some of the skills that comes with working environments and of which are required for good performance.

# EXPERIENCE

After the long week of induction, I was placed in the Ministry of Health for the internship. During the period, I am expected to make the most out the programme by enhancing my skills in work environment.

SEPT-DEC:

* Did a general cleanup of all computers in the Ministry. I specifically covered third floor, updating antiviruses, upgrading applications that needed upgrades and scanning systems.

I covered offices in all departments as required to ensure officers have good working environments.

* DLP ROLLOUT: As required by ICT A authority, I went out to Isiolo county for the digital literacy programme rollout. The objective was to inspect and report on status of schools ready for the programme.

My assignment was to ensure that schools had required facilities ready for rollout of the pupil’s devices.

JAN-APRIL:

* As a requirement of the programme, one has to cover at least three months of internship in a private sector.

I was placed at seven seas technologies group where I covered the private sector placement. During this period, I performed all tasks assigned as expected by my supervisor.

The aim was to learn and experience a different work environment, gaining as much to sharpen on my skills.

* During this period, I also attended the IBM training at Kenyatta university for one week. I did a training in security intelligence analysis which I was certified after an examination.

MAY-JUNE:

NETWORKING

* Together with colleagues, we networked ADB offices. The offices had not internet connectivity therefore the environment was unstable for expected output. We clipped and pulled network cables from a switch from opposite offices ensuring connectivity to the ADB offices.

INVENTORY

* As a team we were tasked to do an inventory of all devices in the ministry. I was specifically assigned to third floor. The aim was to ensure that the machine (computers) met the required specifications for the upgrade of new tools provided by ICT Authority.

I took notes on which devices needed to be upgraded, those that needed replacement and those that were ready for installation of new tools.

A conclusive report was made after the exercise and submitted to the ICT division for action as recorded.

WINDOWS 10 AND OFFICE 365 UPGRADE:

ICT Authority had a task to equip all government ministries, agencies and parastatals with new operating system for efficient and effective working environments.

* Windows 10 enterprise and office 365 were the tools to be installed to all computers that met required specifications.

I covered various offices ensuring that officers understood the importance of the upgrade without losing their work.

With the help of ICT officers from ICT Authority the exercise was a success for the prepared staff members.

JULY:

DLP CONTINUATION:

During this period of time, I was sent back to Isiolo county to oversee the progress of the rollout.

* The objective was to ensure that schools received the devices according to the report made during the inspection.
* Knowledge transfer- it was expected of me to ensure that the teachers understand what is expected of them during their classes as they used the devices. Proper teaching practices using the devices and how to ensure that they are properly stored.\

AUG TO DATE:

GENERAL SUPPORT.

After election, I have been back to the ministry where I do support for the staff. Since we did the upgrade of operating systems and office 365, support issues have not been many.

For the remaining period of time, I will be providing support where needed and attending to any tasks assigned to.

# Lessons Learned

1. Team work & Communication
2. Curiosity to learn
3. Being proactive
4. Work ethics.