**PRIVATE SECTOR INTERNSHIP REPORT**

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**PRESIDENTIAL DIGITAL TALENT PROGRAMME**

**HOST: PROFESSIONAL TECHNOLOGIES LIMITED**

**Acknowledgement.**

I would like to thank the entire Professional Technologies Limited fraternity for giving me the opportunity to serve as information technology intern. I have gained valuable insight from IT department. The staff was extremely welcoming and helpful, and offered me terrific career experience. I would love to stay in touch, and perhaps speak to you regarding steps I should take in the future to pursue a career on the same. I am indebted to Beatrice Wagate from the HR department for orientation. In a special way I am grateful to ICT Authority for referring me to the company. Unprecedented by virtue of Mr. Wallace, my supervisor for having at some point to illuminate me in matters to do with innovation. I would like also to thank Wandetto, Allan, John, Evans, for including me in what they were chipping away at. I would also recognize my fellow interns Janet, James, Samuel for being incredible partners and friends. My certified gratefulness to the kitchen staff, for ensuring I had something in my stomach which provided for me quality to finish my commitments. Extra gratitude to my loving family and relatives for your great support in my studies, without them I could not make it to this juncture. God bless you all.

**Executive Summary.**

Information Technology continues to change at a rapid pace. These changes greatly affect the world in which we live. Companies and organizations seem to particularly be affected by the changes in technology. Not only do they have to constantly adapt to the technology itself, they have to also adjust their delivery of services to the clients. Like many other companies,ProTec has spent the last several years trying to get a handle on technology, the planning process, and likewise the assessment of strategic decisions regarding technology. This Information Technology Strategic Plan attempts to outline the process of planning and review at the company.

Similarly, a technology based strategic assessment is completed annually by each division and department. This form allows the IT Department to collect important information from our users’ perspective. While not all of the requested changes and updates can necessarily be completed, IT does make every attempt to complete as many of these requests as can be accommodated.

This report provides an analysis and evaluation of the experience gained during the two months. Inclusive is the background of the organization, function, vision and mission of the company. The report finds the prospects of the company in its current position and recommendations

**CHAPTER ONE: INTRODUCTION**

**1.1 History of the organization**

Professional Technologies Ltd, better known as ProTec, is the only company in Kenya that specializes in Network Security and Network Management Solutions.This includes AntiVirus, Firewalls, Content Filtering, Intrusion Prevention, and Application, Network and Security Management and Security Policy Consultancy

ProTec is a leader in providing security solutions for computer-based networked organizations. As a result of their expertise over a hundred leading corporates and other organizations in Kenya seek assistance from ProTec to ensure that their mission-critical systems and information are secure.Since it’s inception in 1998 ProTec has built up a firm reputation for quality service and technical support in all areas of IT network and data security. It is the sister company to Dynamic Recovery services of South Africa, an expert IT security solutions provider covering the whole of southern and central Africa.

Network Security is a hi-tech, rapidly developing industry, and because of this ProTec is constantly reviewing and expanding its range of products and services, partnerships and technical knowledge and skills, to ensure that you, our clients always have the best and most up to date security options to protect your network.

**1.2 Main Functions of the Organization**

* Network Security and Network Management Solutions. Actively promote research development in ICT security
* Advice, educate and inform customers on optimal solutions relevant to their environment.
* Security Policy Consultancy

**1.3 Vision, mission statement and core values of the institution.**

**Vision Statement:**

To provide ICT security solutions using world-class products.

**Mission Statement:**

To be Africa’s preferred partner for integrated ICT security solutions.

**Motto:**

ProTec the cure of your ICT security headaches.

**1.4 Organization Structure**

Managing Director

Chief Information Officer

Accounts Department

HR

Procurement Department

I.T Department

Marketing/Sales Department

IT engineer 1

IT Engineer

IT Engineer 2

**CHAPTER TWO: HOST ATTACHMENT DEPARTMENT**

**2.1 Key functions/ activities of the I.T department**

* The IT team develops and operates a network to support effective communication and collaboration
* IT teams develop tools to collect, store, manage, secure and distribute data to employees who need access to the latest information to make decisions about strategic, financial and operational issues
* They store company information from sources such as customer records, sales data, market research, financial records, manufacturing and inventory data in a single data center.
* Develop an IT strategy that supports the organization’s business objectives and helps build a strong competitive advantage.
* The team also sets up links to collect data from retailers, distributors and the supply chain so that managers can make sales, marketing and production decisions based on the latest information.
* Protect the IT infrastructure and corporate data against attacks from viruses, cybercrimines and other threats.
* Provide various forms of user support. After installing new software or network facilities, the team provides training so that employees can quickly make productive use of the new resolutions
* Student’s main objectives of the attachment exercise
* To appreciate the importance of human relationships and work attitudes.
* To understand the constraints of working life and functional relationships within and between organizations.
* To be orientated towards work processes.
* To apply theoretical concepts and school based skills to practice.
* To develop work attitudes like curiousness, self-confidence, maturity and self-reliance.
* To obtain knowledge of potential careers and develop new areas of interest.
* To develop the manual skills of trainees associated with scientific and technological operations.
* To develop personality and understanding of individuals and groups in work situations.

**2.2Duties and Responsibilities Assigned**

* Conducting system backups and data recovery.
* Undertaking scheduled software maintenance upgrades.
* Setting up users’ Microsoft outlook email Accounts and Configuration.
* Installing and configuring computer hardware, operating systems and applications.
* Conducting electrical safety checks on computer equipment.
* Update the systems regularly with antivirus, firewall and spyware. .
* Conduct network troubleshooting to segregate and identify general network problems.
* Assist in the dissemination and maintenance of company database.
* Inventory Management.
* Verify that computer peripherals are working properly

**CHAPTER THREE: EVALUATION OF THE ATTACHMENT PERIOD.**

**3.1 Personal and Professional Benefits**

**Gaining a sense of work experience**

Industrial attachment gave me a full and realistic view of the workplace environment. I came to interact with workers and share in their day to day experiences. I got into the workplace culture, expectations and how to deal with the challenges that crop up from time to time. I got to learn that there are diverse working conditions and whereas some people are hard to work with, some are also a joy to work with. Internships are a great way to experiment with career possibilities. Participating in the workplace lifts allows a student to learn more about the specific industry, field, technology, product or company with which they would like to work in.

**Principles of management**

I noted the hierarchy in the management of the organization. I got to see how the leadership roles and functions were spread as well as how decisions were made at the institution. Through my daily activities, I got to interact with the heads of different projects and got a glimpse of the coordination and management roles they were involved in. This helped me understand how co-ordination with the different branches is done to ensure seamless operation.

**Communication skills**

I got to learn that good communication fosters better work chemistry and cooperation among the workers thus leading to increased productivity. The importance of communication skills applied at work made everything run smoothly including the compilation of this report. As a result, I learnt to be polite, patient and tolerant with different characters at the workplace. Good communication improved the department’s image to the other departments in the organization.

**Analytical skills**

During this exercise, I was able to acquire great analytical skills. I was required to analyze things in detail, that is, different possible solutions to problems and the possible consequences that might follow.

**Interpersonal skills**

I interacted with people of different backgrounds and personalities. This improved my interpersonal skills and I gained a deeper understating of how to deal with different people. On a daily basis, I had to meet different personalities from different departments and deal with their problems. I had to literary run around the different departments responding to different problems and disseminating relevant information to computer problems. From these interactions, I realized the importance of teamwork. I am now better prepared to work with individuals from any part of the country.

**Self-confidence**

During the first few weeks, I felt a little timid and intimidated by the workers at the institution. I have to admit that even getting though security made me feel nervous. Slowly, I got to acquired self-confidence and employed this when talking to the senior management and even those who wanted to be served. I quickly adapted to the working environment at the institution and with time, I was able complete assigned duties from the different departments with the notion that I was doing the right thing.

**Building of professional network**

I got to interact with the different professionals at the office and even got to develop a personal relationship with others.

My interaction with other IT professionals helped me deepen and expand my network. As I write this report, I am confident that in future, I have a few people I can call for job openings and opportunities that will not turn me back.

**3.2 How the challenges were overcome/solved**

**Being proactive**

When I found myself finishing the assigned tasks and projects in time, I was usually engaging in learning new things on technology.

**Courageously asking questions and clarification.**

Sometimes it’s easy for supervisors to forget that you’re new to the industry, but it’s really important to reach out for help when you need it. Your employer will understand that you’re not an expert, especially if you’re starting a brand new project.

**TANA RIVER COUNTY DLP PHASE II REPORT**

**JUNE 2017**

**PREPARED BY: NICHOLAS VUTA MUTISYA**

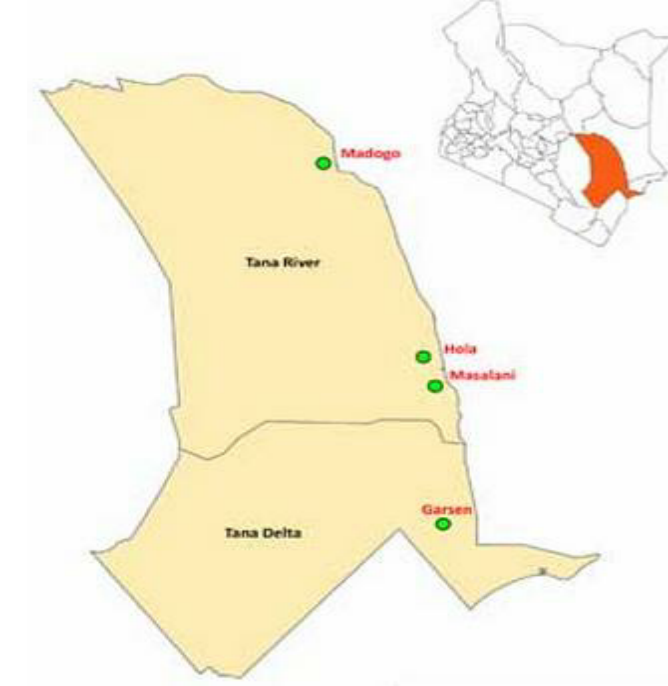
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**DLP QUALITY INSPECTOR-TANA RIVER**

1. **INTRODUCTION:**

COUNTY PROFILE

Tana River County is a county in the former Coast Province, Kenya. It borders: Lamu, Kilifi, Garissa, Kitui and Meru County. It has an area of 35,375.8 square kilometers (13,658.7 sq mi). The County is subdivided into 3 sub counties: Tana north, Tana River and Tana delta. The headquarter of the Tana river county is Hola town which is located in the Tana river sub county.



**2.0 DIGITAL LITERACY PROGRAMME**

The Project is being implemented by ICT authority. It aims at integrating ICT in learning. It is targeted at equipping all public primary schools with Digital devices

* The project aims at: Entrenching ICT in the teaching and learning process and management of education in primary schools.
* Equipping public primary schools with appropriate ICT infrastructure to support teaching and learning process.
* Developing capacity of education managers, primary school teachers and other stakeholders to enable them use the wide range of ICT tools in the teaching - learning process and management of schools.
* Facilitating the development and accreditation of appropriate digital content that will enhance the acquisition of 21st century skills.
* Promoting  universal access and equitable distribution to ICT infrastructure in primary schools
* Integrating sustainable and affordable digital program in Kenya education system

**2.0.1 LAUNCHES**

143 Public primary schools have received the digital devices out of 159 primary schools, A total of 7415 LDDs, 286 TDDs, 143 digital content servers, 143 Hard Disk and 143 projectors have been delivered.Out of the 143,63 schools have been launced and the schools are ready for using them.

The Table below captures the schools in which launches have been done:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/NO.** | **County** | **Sub-County** | **Schools** | **LDD** | **TDD** | **DCSWR** |
| 1 | Tana River | TANA RIVER | Hola Primary | 118 | 2 | 1 |
| 2 | Tana River | TANA NORTH | Fahari Primary | 32 | 2 | 1 |
| 3 | Tana River | TANA DELTA | Garsen Primary | 163 | 2 | 1 |
| 4 | Tana River | TANA DELTA | IDSOWE | 97 | 2 | 1 |
| 5 | Tana River | TANA DELTA | MAUA | 68 | 2 | 1 |
| 6 | Tana River | TANA DELTA | ONWARDEI | 52 | 2 | 1 |
| 7 | Tana River | TANA DELTA | DIDA ADE | 51 | 2 | 1 |
| 8 | Tana River | TANA DELTA | MCHELELO | 35 | 2 | 1 |
| 9 | Tana River | TANA DELTA | KULESA | 61 | 2 | 1 |
| 10 | Tana River | TANA DELTA | REUBEN MWEWE | 45 | 2 | 1 |
| 11 | Tana River | TANA DELTA | ARAP MOI | 68 | 2 | 1 |
| 12 | Tana River | TANA DELTA | TARASAA | 66 | 2 | 1 |
| 13 | Tana River | TANA DELTA | GALILI | 70 | 2 | 1 |
| 14 | Tana River | TANA DELTA | MATANGENI | 74 | 2 | 1 |
| 15 | Tana River | TANA DELTA | MAJIWENI | 63 | 2 | 1 |
| 16 | Tana River | TANA DELTA | ZIWANI | 100 | 2 | 1 |
| 17 | Tana River | TANA DELTA | MNAZINI | 73 | 2 | 1 |
| 18 | Tana River | TANA DELTA | KITERE | 54 | 2 | 1 |
| 19 | Tana River | TANA DELTA | BUBESA | 45 | 2 | 1 |
| 20 | Tana River | TANA DELTA | KIPAO | 76 | 2 | 1 |
| 21 | TANA RIVER | TANA NORTH | BANGALI | 207 | 2 | 1 |
| 22 | TANA RIVER | TANA NORTH | ADELE | 60 | 2 | 1 |
| 23 | TANA RIVER | TANA NORTH | BOKA | 56 | 2 | 1 |
| 24 | TANA RIVER | TANA NORTH | WEKOYE | 61 | 2 | 1 |
| 25 | TANA RIVER | TANA NORTH | GODIA | 62 | 2 | 1 |
| 26 | TANA RIVER | TANA NORTH | MAGURA | 32 | 2 | 1 |
| 27 | TANA RIVER | TANA NORTH | BIL BIL | 30 | 2 | 1 |
| 28 | TANA RIVER | TANA NORTH | AMANI | 36 | 2 | 1 |
| 29 | TANA RIVER | TANA NORTH | HIRIMANI | 68 | 2 | 1 |
| 30 | TANA RIVER | TANA NORTH | SHIKAADABU | 32 | 2 | 1 |
| 31 | TANA RIVER | TANA NORTH | MORORO | 168 | 2 | 1 |
| 32 | TANA RIVER | TANA NORTH | HATATA | 101 | 2 | 1 |
| 33 | TANA RIVER | TANA NORTH | MARAMTU | 68 | 2 | 1 |
| 34 | TANA RIVER | TANA RIVER | KALKALCHA | 120 | 2 | 1 |
| 35 | TANA RIVER | TANA RIVER | MIKINDUNI | 81 | 2 | 1 |
| 36 | TANA RIVER | TANA RIVER | GHALAMANI | 29 | 2 | 1 |
| 37 | TANA RIVER | TANA RIVER | HAKOKA | 10 | 2 | 1 |
| 38 | TANA RIVER | TANA RIVER | LAZA RAINBOW TOWNSHIP | 113 | 2 | 1 |
| 39 | TANA RIVER | TANA RIVER | RAFIKI | 132 | 2 | 1 |
| 40 | TANA RIVER | TANA RIVER | LAINI | 72 | 2 | 1 |
| 41 | TANA RIVER | TANA RIVER | OVO | 67 | 2 | 1 |
| 42 | TANA RIVER | TANA RIVER | MAKERE | 44 | 2 | 1 |
| 43 | TANA RIVER | TANA RIVER | GUBANI | 99 | 2 | 1 |
| 44 | TANA RIVER | TANA RIVER | BONDENI | 65 | 2 | 1 |
| 45 | TANA RIVER | TANA RIVER | WENJE | 68 | 2 | 1 |
| 46 | TANA RIVER | TANA RIVER | HANDAMPIA | 70 | 2 | 1 |
| 47 | TANA RIVER COUNTY | TANA NORTH | TULA | 29 | 2 | 1 |
| 48 | TANA RIVER COUNTY | TANA NORTH | BISARGESA | 47 | 2 | 1 |
| 49 | TANA RIVER COUNTY | TANA NORTH | ELRAR | 20 | 2 | 1 |
| 50 | TANA RIVER COUNTY | TANA NORTH | MBALAMBALA | 60 | 2 | 1 |
| 51 | TANA RIVER COUNTY | TANA NORTH | KORATI | 15 | 2 | 1 |
| 52 | TANA RIVER COUNTY | TANA NORTH | ANOLE | 23 | 2 | 1 |

**3.0 CHALLENGES FACING DLP**

* Teacher capacity development
* Electrical issues e.g. disconnection, vandalism, not yet connected to national grid, blown transformers
* Schools receiving lesser number devices as compared to their current enrollments
* Faulty devices reported in schools and have not been repaired
* Content for the other classes
* Security concerns after 2 LDDs were stolen from one school

**4.0 RECOMMENDATIONS**

* A more reliable means of transport is required to allow us reach as many schools as possible for support, monitoring and evaluation
* More and regular teacher training
* Training of Curriculum Support Officers and other officers to help with monitoring of the project
* Develop content for the other classes and revise the existing one
* Devices to be installed with tracking capabilities to assist in recovery in the case of thefts
* The remaining deliveries to be done as soon as possible since some schools are feeling left out.
* Initiate a mutually acceptable Communication channel between contractor and county officials.
* Provision of Transport Facilities.

**5.0 EXPERIENCES**

* Working with various high level officials has been an eye opener, like working closely with the CC in DLP launches, Citizen Participation in Security forums and service delivery meetings attended by various heads of departments.
* Working with Ministry of Education officials to do DLP launches, monitoring and evaluation, inspection of schools and coordinating signing of inspection and acceptance certificates.
* Worked with TSC officers and successfully trained over 50 teachers

1. **CONCLUSION**

* DLP is proving to be a timely remedy for both teachers and pupils not only in lower classes but even in the upper classes where teachers are adapting the use of ICTs in learning especially the TDD and projector with their own created content and downloaded materials