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**A REPORT ON A THREE-MONTH FIELD ATTACHMENT AT COSEKE FROM 4TH JANUARY TO 30TH MARCH**

**PRESENTED BY:**

**NAME: ROY GITHINJI MACHARIA**

**ADMISSION NUMBER: L1147159**

**DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY**

**AND MANAGEMENT (DICTM)**

**SUPERVISOR: MR. DAVID ONGOMA**

# DECLARTION

I, Roy Macharia, hereby declare that this attachment report is my original work and has not been submitted before for any academic award either in this institution or other institutions of higher learning for academic publication or any other purpose.

NAME**: Roy Macharia** REG NO: **L1147159**

SIGNATURE**:**

SUPERVISOR’S NAME: **Mr. David Ongoma**

SIGNATURE:

# DEDICATION

I wish to dedicate this work to my mother Rosemary Macharia whose moral and financial support has remained unrelenting, and to my siblings.

# ACKNOLEDGEMENT

First, I want to thank the Almighty God for bringing me this far and keeping me sound and safe with good life during the entire field attachment period.

The development of this report took the effort, support and guidance of a number of people whom I wish to thank.

I am grateful to my course lecturer for his guidance. I also wish to pay tribute to my attachment field supervisor, Mr. Wallace Kariuki who edited my submitted copies and guided me on ways of improving my skills in gathering news and writing better feature stories.

I also thank my mother Rosemary Macharia whose moral and financial support has remained unrelenting, my siblings, dear friends and colleague IAT whose motivations and collaborations during the field attachment kept me moving.

I cannot end this list without paying tribute to the entire IAT Lecturers particularly those from the department of ICT for their constructive training and the knowledge they have imparted in me throughout the course of my journey there. May God bless you all.

# Abbreviations and Acronyms

**ICT**- Information, communication and technology

**ICTM**- Information, communication and technology manager

**IP**-Internet Protocol

**RAM**-Random Access Memory

**PC**-Personal Computer

**NAV**-Navigation

# Abstract

This report summarizes all the experience and knowledge gained during my industrial attachment. My training was conducted in Coseke Ltd located in Upper hill. In this report, I will briefly explain the experience related to ICT. This report will contain company profile, company activity during the industrial attachment, figures, conclusion and recommendations.

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# CHAPTER ONE: INTRODUCTION

## Background of the Organization

### Description of the Organization

**COSEKE** is uniquely qualified to provide complete solutions as per its clients’ needs. They are a Pan African IT solutions specialist company since1990 providing Information and Content Management Solutions to change how work gets done in organizations of all sizes.

They help your business to effectively Capture, Manage, Share and Preserve their information assets in ways that reduce overhead and dramatically improve operational efficiency.

COSEKE has over 60 employees in the region, amongst which resources are shared. Their wish is to make African organizations paperless and more process efficient thus having a competitive edge over others, while optimized business processes in their respective ways.

With over two decades of experience, Coseke provides organizations with a competitive edge by automating, measuring and improving resource-intensive business processes across different communities, including customers, employees and partners.

Coseke provides organizations with the insight to make informed business decisions and the flexibility to quickly adapt to changing market needs through real-time metrics that ensure business objectives and customer commitments are managed effectively. Building on its strength in financial services, government and utilities, Coseke empowers sites for more than 300 installations in 5 countries.

### Vision

* To be the preferred ICT services provider in Africa

### Mission

* To enhance efficiency and optimization, through automation of business processes, by use of technological solutions.

## Values of the organization

* Teamwork- to harness individual talents and ideas for a common goal
* Integrity- We shall serve with accountability, transparency, trust, honest and consistency in al we do
* Respect- We shall highly esteem our clients while delivering a consistency in all we do
* Passion means we use our drive and commitment to energize, engage and inspire others.
* Courage means we are entrepreneurial and thus take risks, reach beyond boundaries and experiment.
* Excellence- excellence in service, client care, image and presentation
* We aim to exceed client expectations

## Organization’s Industry

Coseke helps your business to effectively Capture, Manage, Share and Preserve their information assets in ways that reduce overhead and dramatically improve operational efficiency.

They provide you with Electronic Shelves solutions, Manual Shelves solutions, Open Shelves solutions and Mechanical Assisted Shelves systems.

## Reasons for choosing this organization

* It would be the best place to gain practical skills
* It would guide me in developing my career
* It would put my ICT skills to use
* It would help me put theoretical knowledge into practice
* I would have the opportunity to relate with people in the ICT field

## Other relevant information concerning the organization

**COSEKE** deals with automation of hardcopy documents to softcopy this includes large firms like Saccos, Hospitals, Law firms and large organization that deal with large scale use of papers.

## Organization Structure

### Departments and their roles

CEO

HUMAN RESOURCE

MANAGING DIRECTOR

ICT

MARKETING

SALES

FINANCE

STAFF

STAFF

STAFF

STAFF



### ICT Manager

The ICT manager is responsible for making crucial decisions of the department both the long term and the short term to ensure that the activities are run smoothly. He is responsible for managing crisis situations, which may involve complex technical hardware or software problems and evaluating user needs and system functionality and ensuring that ICT facilities meet these needs of all the users.

### Ass ICT Manager

The Assistant ICTM reports to the ICTM. He is in charge of all I.T personnel and ranks in the department. He is responsible for overseeing the implementation of the ideas that are suggested and sees them through to completion through extra supervision at each and every stage of development.

### Computer Operations Controller

Computer operations controller is in charge of networks and telecommunications that include; domain server, mail server, internet network access and telephone communications in the organization. Here, configuration of routers, switches, IP phones, Modems and assigning of employees’ user names and passwords is done. The computer operations controller is also in-charge of the systems software and makes sure that there is no systems failure.

### Helpdesk

The help desk section receives complaints or problems from computer users in the organization. In case of an issue, the helpdesk personnel resolve the issue via phone or he/she may dispatch a technician for support, to assist the user in resolving the problem.

### Software development

The Systems Development Section is in charge the EPR Navision system operations. The Navision system helps run the business activities within the organization, software installation and maintenance to the access of data and its security.

### Computer operations

This section deals with all data entry, daily and weekly data backup and mass printing within the organization.

### Hardware

The hardware section deals with preventive maintenance; repair of damaged hardware devices, allocation of all hardware devices nationally including printers, monitors and PCS. Keeping of records of hardware and all other activities involving machines is conducted here.

## Objectives of the attachment

## Objectives of the attachment and how you will achieve them

* Put theoretical knowledge into practice
* Have the opportunity to gain more practical skills
* Have the opportunity to relate with people in the field
* Have exposure to the rapidly changing technological world
* Improve technical skills by having hands on working experience at the industrial training place
* To develop the skill of punctuality and responsibility at the work place
* To learn to easily adapt to new working environments

# 

# CHAPTER TWO: OBSERVATIONS AND ACCOMPLISHMENTS

## DESCRIPTION OF ACTIVITIES/WORK DONE

### FORMATTING AND INSTALLING SOFTWARE

* Installation of antivirus software and updating it.
* Installation of Operating system.
* Installation of Microsoft Office application program.
* Installation of Micro Dynamics NAV
* Installation of outlook and its configurations.
* Installing Browsers and configuring it.

### HARDWARE

* Upgrading computers for example replacing CMOS battery and adding RAM
* Setting up a computer in a new location
* Replacing faulty peripherals for instance keyboard mouse, monitors etc
* Blowing of PC’s and Printers and cleaning them
* Crimping Ethernet cables
* Configuring Ethernet cables connections
* Replacing cartridges on printers

### HELP DESK

* Providing support to users who have problems in network connections
* Helping users with problems in receiving emails
* Helping users with printer connection problems
* Helping users to troubleshoot slow PC’s

### COMPUTER OPERATIONS

* Daily data backup and weekly data backup
* Helping users to access the TALLY printer and use them to print their reports

### SOFTWARE DEVELOPMENT

* Development of the custom C-One database for clients
* Accessing the database, adding users, deleting and updating client’s data
* Monitoring how clients post information to the application
* Identifying problems in the network for example loose cables
* Troubleshooting the problems of network cables
* Resolving user login conflicts
* Configuring proxy settings
* Monitoring the proxy server to ensure every user has access to the network

## OBJECTIVES ACHIEVED

* How to put theoretical knowledge into practice
* Had the opportunity to gain more practical skills
* Had the opportunity to relate with people in the field
* Had exposure to the rapidly changing technological world
* Improved technical skills by having hands on working experience at the industrial training place
* Developed the skill of punctuality and responsibility at the work place
* Learnt how to easily adapt to new working environments

## VALUE OF THE ATTACHMENT

* Exposing the student to demand and challenges of the work place.
* Gaining of practical experience.
* Gaining of working ethics.
* Helping the student acquire self-reliance skills.
* Contribute to local industry.
* Develop work-based skills.
* Establish industry networks and contacts .It has been said many times: ‘it’s not about what you know; it’s about who you know’. While it is vital to know how to perform the required tasks for a particular job, having a good set of industry contacts behind you can be just as vital in helping you find and secure a job after you graduate.
* Improve your cross-cultural communication skills.
* It will give you a competitive edge over graduate with no work experience.
* You will get to meet different people in your future career path.

## 

## LEARNED OPPORTUNITIES OFFERED/EXPERIENCE GAINED AND SKILLS AQUIRED

### Conducting meetings.

Since most communication in the organization were done through meetings the intern gets to know more on how to lead and act in meeting, discipline was encouraged plus keeping time and this improved a lot on the student’s personality at the work place.

### Handling clients

The intern could make sure the clients received what they want like giving them precise information and good hospitality.

### Monitoring and supervision

The monitoring and supervision of activities was done from other offices. The intern learns more from how unit supervisors do work and make it easier to perform their duties in time and perfectly. For example when the interns moves to the planning and monitoring department, the student gets to know about the activities done by a planner.

### Conflict management

This was done in a way that is sensible, in this case the rebels were handled by the Amnesty Commission and the intern got to know the procedures required when managing conflicts as they used to study in Organizational Theory. The intern gets a lot of experience which can even be applied in the normal life.

## CHALLENGES/DIFFICULTIES FACED

### Issues with Time management/Self-management

Since it was the first job kind of experience. Reaching late for classes and late submissions of assignments was tolerated by your college professors.

But in a professional workspace it isn’t acceptable and hence managing time is kind of really difficult. A balance between work, academics, and personal life also seemed to be a challenge.

### Unnoticed Work

It goes without saying that one does well in any field because they expect recognition. As an intern, you might be doing very good but still, find yourself in a position where your part is hardly appreciated. That can clearly be somewhat discouraging.

### Inadequate Compensation

You accepted an internship thinking that there won’t be much pressure and the compensation would be sufficient for it. But after you actually start, you realize the pay is far lesser than the work deserves.

## SOLUTION TO THE CHALLENGES

### Solution for time management

This isn’t something you can learn overnight but can be achieved only through habit forming and by adopting a more organized living.

### Solution for Unnoticed work

The solution to such internship challenges is to understand that hard work doesn’t get unnoticed for long. It might get ignored the first time, the second time, but perseverance is the key.

If you continuously perform well your work can’t be overlooked. So, don’t feel dejected and keep up the good work. It is quite likely when you are new to the organization and are expected to be there for a brief time period.

### Solution to Inadequate compensation

You might feel that you and a full-time employee is doing the same amount of work still you are being paid so less. But interns are under a short-term contract and are paid less almost everywhere. If you are getting enough learning experiences and it is adding to your candidature for the future, there is no harm forfeiting some of it.

But if you think it is insufficient to meet your day to day expenses, get in touch with the HR and ask for a raise

## INFLUENCE THE ATTACHMENT MADE ON MY FUTURE CAREER CHOICES AND EXPECTATIONS

Enables you to gain first-hand exposure of working in the real world.

It also allows students to harness the skill, knowledge, and theoretical practice they learnt in university.

The great thing about internships is that it teaches young professionals about the specific industries and companies they are interested in.

Doing an internship exposes you to new people in a more controlled and stable environment.

Internships provide a nice learning curve for students with little experience of the professional world

Learnt about a career field from the inside and decide if this is the right career field for you.

## AREAS OF IMPROVEMENTS IF I AM TO DO ANOTHER ATTACHMENT

### Improvement in communication skills

Communication, not Just communication but effective communication should be part and parcel​of effective ICT work. During the kickoff of the industrial attachment one had a task to improve their communication skills. At the commencement of the attachment, one realized that they did not communicate often. This is because they at times felt insecure about their English and the mother tongue interference’. At the end of the internship one had improved this by communicating more with colleagues and opinion shapers as well as being encouraged by the industrial supervisor

### Be more initiative

Creativity is what differentiates an ICT guru from an ICT student. When joining Coseke there was an urge to be better in the IT field and immediately knew that to achieve this, one had to be more adventurous, more inventive and more original. After a continuous struggle, one would overcome all the retrogressive odds and secure a bit for themselves. One did not have to ignore other bits as what the future may hold for them which might be different. Being more initiative

# CHAPTER THREE: SUMMARY, CONCLUSION AND RECOMMENDATIONS

## SUMMARY

## CONCLUSION

The job scope and duties assigned focused primarily on hardware, software and networking. The work was highly relevant to the field of study in Computer Science as it includes all computer aspects. During the period of attachment, valuable knowledge was gained through active participation and inquisitive learning. Knowledge on how to handle hardware devices for example repair, cleaning and maintenance was acquired. Use of business application software in particular Navision was explored. Knowledge on servers, LAN connection and IP phones was also gained. Skills learned included build of good rapport with the staff and confidence in communication with senior managers. This industrial attachment proved to have highly supplemented the student’s insight in the computer science world. It was a beneficial and educating experience.

## 

## RECOMMENDATIONS

The company should consider providing the students on industrial attachment with temporary user names to enable them practice on the ERP application

The ICT department should consider providing enough training of the activities and application used by the company

# APPENDICES

## SUPPORTING DOCUMENTATIONS

**3rd April 2020**

**TO WHOM IT MAY CONCERN**

**RE: Roy Macharia’s Recommendation letter**

The above mentioned person was given an attachment opportunity in the Technical department at Coseke’s Client (AAR) from 21st **January 2020 to 3rd April 2020.**

The objective was to offer data indexing support and uptake of Coseke support services at our clients’ offices. The assignment gave him an opportunity to gain technical skills in data indexing Implementation of data capture reports.

He was involved in carrying out the following tasks:

* Data Capture reports
* Data upload and delivery
* Management of Data backup
* Network configuration and troubleshooting at project workstation
* Support and configure new data capture tools
* Support the use of data form systems through participation in the pre-testing on data platform

Roy was able to conduct his duties professionally, he was reliable and punctual. He also worked well with colleagues and contributed valuable ideas to the supervisor and the team.

We therefore recommend him for any assignment in the capacity that will allow him to exercise his professional ability. Any assistance accorded to him will be highly appreciated.

Yours Sincerely,

**Wallace Kariuki Wendy Chauri**

**Data Manager Human Resources Manager**