NAME: SALIFU NASARA SHAHABAN

STUDENT ID: 10851802

DCIT 200: INTERNSHIP

SECTION A

Student ID: 10851802

Student Name: SALIFU NASARA SHAHABAN

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Programme of study: BSC COMPUTER SCIENCE

Level of study: 400

Start Date of Internship: 25TH November, 2021

Completion Date of Internship: 21ST DECEMBER, 2021

Company/Organization for Internship: NORTHERN ENERGY DISTRIBUTION COMPANY

Location for Internship: BOLGATANGA

Name of Internship Supervisor: YAHAYA FATAWU

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**SECTION B**

**Subject: Internship Report**

I am writing to present my internship report, documenting my experiences, accomplishments, and learning during my internship at Northern Energy Distribution Company (NEDco). It has been a privilege to work with such a prestigious organization, and I am grateful for the support and guidance provided throughout my internship period.

1. Introduction: Allow me to provide an overview of my internship at Northern Energy Distribution Company (NEDco). I joined the company as an intern in the IT on 23RD November 2021 and successfully completed my internship on 21st December, 2021. The primary objective of my internship was to gain practical exposure to the IT industry and apply the theoretical knowledge I acquired during my academic studies.
2. Job Responsibilities: Throughout my internship, I was entrusted with various responsibilities that contributed to the smooth operation of the IT department. Some of the key tasks I performed during my internship include:

* Technical Support: Aid employees with IT-related issues, such as troubleshooting hardware and software problems, setting up computer systems, and resolving network connectivity issues.
* Systems Administration: Assist in the management and maintenance of computer systems, including user account management, software installations, system updates, and backups.
* Network Management: Assist in monitoring and maintaining the company's network infrastructure, including routers, switches, firewalls, and wireless access points. Help with network troubleshooting and ensure network security.

1. Achievements: During my internship at Northern Energy Distribution Company, I accomplished several significant milestones:

* Successful Completion of Projects: Completing assigned IT projects within the given timeframe and meeting the project objectives can be a significant achievement. This could include developing a software application, implementing a network infrastructure, or creating a cybersecurity policy.
* Problem Resolution and Troubleshooting: Successfully resolving technical issues and troubleshooting problems for end-users or within the IT infrastructure demonstrates your ability to apply your knowledge and skills effectively. Being able to identify and fix problems efficiently is a valuable achievement.
* Process Improvement: Identifying inefficiencies in existing IT processes and proposing and implementing improvements can be a notable achievement. Streamlining workflows, automating tasks, or suggesting changes that enhance productivity and efficiency showcase your critical thinking and problem-solving abilities.
* Collaboration and Teamwork: Demonstrating strong collaboration and teamwork skills is an important achievement. This could involve working effectively with colleagues, actively participating in team projects, and contributing to the success of the team's objectives.

1. Learning Experience: My internship at Northern Energy Distribution Company was a transformative learning experience. I had the opportunity to enhance my skills and gain a deeper understanding of the energy distribution industry. Some of the key areas in which I acquired knowledge and expertise include:

* Technical Skills Development: An IT internship provides an opportunity to apply and enhance your technical skills. You can learn new programming languages, gain proficiency in software development tools, understand network configurations, or become familiar with specific software or hardware systems relevant to the company's IT infrastructure.
* Real-World Application of Knowledge: Applying the theoretical knowledge you have acquired during your academic studies to real-world scenarios is a significant learning experience. You can see how concepts and theories translate into practical solutions, which enhances your understanding and problem-solving abilities.
* Exposure to IT Systems and Infrastructure: Interning in a company exposes you to various IT systems and infrastructure. You may gain insights into network architecture, server setups, cloud computing, cybersecurity measures, and data management practices. This exposure provides a deeper understanding of the practical implementation of IT technologies.

1. Feedback and Recommendations: I would like to express my sincere gratitude to the entire team at Northern Energy Distribution Company for their constant support, guidance, and mentorship. The collaborative and inclusive work environment facilitated my growth and enabled me to contribute meaningfully to the organization. Based on my experience, I would like to provide the following feedback and recommendations for further improvement:

* Streamline the process for data collection and analysis to enhance efficiency and accuracy.
* Consider organizing regular knowledge-sharing sessions or workshops to keep the team updated on the latest advancements in the energy distribution field.
* Encourage cross-functional collaboration to foster innovation and improve overall performance.

1. Conclusion: In conclusion, my internship at Northern Energy Distribution Company has been a highly rewarding experience. I am deeply appreciative of the opportunity to work with such a talented and supportive team, and I firmly believe that the skills and knowledge I have acquired during this internship will serve me well in my future endeavors.

I would like to extend my heartfelt appreciation to the entire team at Northern Energy Distribution Company